

## GENERAL COMPLAINTS PROCEDURE

The complainant should address his/her complaint to HFHGB within three months of the incident occurring by either:

- speaking to Supporter Services or someone in the relevant team by calling 01753 313 539 (Mon – Fri 08:00 – 17:30);
- e-mailing [supporterservices@habitatforhumanity.org.uk](mailto:supporterservices@habitatforhumanity.org.uk); or
- writing to Habitat for Humanity Great Britain, 10 The Grove, Slough, Berkshire, SL1 1QP

Please include your name, address and contact telephone number in your e-mail or letter so that we can get back in touch with you easily.

You will receive an acknowledgement of your complaint within 1 week of receipt. We endeavour to respond fully and conclusively to all complaints within 30 working days. However, wherever possible we will deal with it more quickly. If we think it will take longer we will let you know.

### **What to do if you're not satisfied with the outcome of your complaint:**

Habitat for Humanity Great is a member of the Fundraising Standards Board (FRSB) and is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that your complaint is unresolved then you can lodge a complaint with FRSB.

You must contact them within 2 months of receiving our response by either:

- calling them on 0333 321 8803;
- e-mailing them on [info@frsb.org.uk](mailto:info@frsb.org.uk); or
- writing to them at Compliance Manager, 65 Brushfield Street, London, E1 6AA.

## **THE FUNDRAISING PROMISE**

### **We are committed to high standards**

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds, comply with the Code and with this Promise.
- We comply with the law including those that apply to data protection, health and safety and the environment.

### **We are honest and open**

- We tell the truth and do not exaggerate.
- We do what we say we are going to do.
- We answer all reasonable questions about our fundraising activities and costs.

### **We are clear**

- We are clear about who we are, what we do and how your gift is used.
- Where we have promotional agreement with a commercial company, we make clear how much of the purchase price we receive.
- We give a clear explanation of how you can make a gift and amend a regular commitment.

### **We are respectful**

- We respect the rights, dignities and privacy of our supporters and beneficiaries.
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision.
- If you tell us that you don't want us to contact you in a particular way we will not do so.

### **We are fair and reasonable**

- We take care not to use any images or words that cause unjustifiable distress or offence.
- We take care not to cause unreasonable nuisance or disruption.

### **We are accountable**

- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint.
- We have a complaints procedure, a copy of which is available on the website or available request.
- If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication.