



## Fundraising complaints procedure – December 2021

At Cockpit we endeavour to uphold high standards of customer service and transparency in our fundraising practices. Should a complaint related to fundraising arise we will follow this process to acknowledge, respond to and resolve it as swiftly as possible.

### STAGE 1

The Head of Development will acknowledge receipt of any complaints received related to fundraising in not more than two working days.

They will investigate fully, gather any relevant information and consult with relevant colleagues.

The Head of Development will respond to the complaint within two working weeks of the initial acknowledgement.

### STAGE 2

Should the response to the complaint be deemed unsatisfactory by the complainant, the Chief Executive will investigate.

Cockpit will respond within one month of the complaint being referred to the Chief Executive.

If for any reason we are unable to adhere to the timescales for response set out here, we will notify the complainant at the earliest possible opportunity and provide a revised timescale for our response.

We will follow the Fundraising Regulator's Guidance for complaints handling at all stages during this process: <https://www.fundraisingregulator.org.uk/sites/default/files/2018-07/Complaints-handling-guidance.pdf>

### STAGE 3

In the event that the complainant remains dissatisfied, they can complain to the Fundraising Regulator by submitting their complaint here:

<https://www.fundraisingregulator.org.uk/complaints/make-complaint>.

Cockpit will provide the Fundraising Regulator with any information they might need and will abide by their suggested resolution.

The Fundraising Regulator will notify the complainant of the timescale for their response. For further information, please visit the Fundraising Regulator's website for their complaints process here:

<https://www.fundraisingregulator.org.uk/more-from-us/resources/complaints-process>.