

Complaints Policy

Humanity & Inclusion UK is committed to delivering a high standard of supporter care to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by telephone on **0870 774 3737**, email **supportercare.uk@hi.org** or, alternatively, you can write to the following address:

Humanity & Inclusion UK
Supporter Care Team
Romero House
55 Westminster Bridge Road
LONDON
SE1 7JB

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to Tom Shelton, Individual Giving and Communication Team Manager (email: t.shelton@hi.org) who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the independent regulator of charitable fundraising in the UK, to consider it by:

- submitting your complaint through the Fundraising Regulator website: www.fundraisingregulator.org.uk
- emailing: complaints@fundraisingregulator.org.uk
- calling: 0300 999 3407
- writing to: Fundraising Regulator, 50 Featherstone Street, LONDON, EC1Y 8RT

More information can be found at www.fundraisingregulator.org.uk/complaints