

## Fundraising complaints policy

CASK Research Foundation is registered with the Fundraising Regulator. We are committed to best practice and we take all complaints seriously.

If a member of the public has a concern about our fundraising they can:

- Email us at [info@caskresearch.org](mailto:info@caskresearch.org)
- Write to us at CASK Research Foundation, 33 Finchdean Road, Rowlands Castle, PO9 6DA

### Our complaints handling procedure

#### 1<sup>st</sup> stage

Upon receiving the complaint, we will resolve it or acknowledge receipt of it within 5 working days. If the complaint is more complex, we will contact the complainant again with a resolution within 28 working days of receipt.

#### 2nd stage

Hopefully they will be satisfied with our response. However, if not, they are advised to let us know. We will then escalate the complaint to the Board of Trustees. They will lead an investigation and contact the complainant with a resolution within 20 working days.

#### 3rd stage

If they are still unhappy, they can contact the Fundraising Regulator who will independently investigate the complaint. They are directed to contact them on their website: [www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/).

### Record of complaints

It is a requirement that we keep a record of complaints. This record must be available to the Charity Commission for inspection (following reasonable notice) and must include details of the complaint, the date it was received, details of any investigation that was undertaken and a copy of all communications regarding the issue.

A record of complaint must be retained for at least 24 months from the month on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this.

We agree to cooperate fully with the Charity Commission in the event that a complaint is referred to us and to comply with any remedy that they propose.

Last review and/or updated: Sept 2023

Last review and/or updated: 20/10/2025

Next review due: Oct 2026