

LSBU Donor Complaints Procedure

Introduction

We are registered with the Fundraising Regulator and adhere to the Fundraising Regulator's [Code of Practice](#) and [Fundraising Promise](#). We have our own [Donor Promise](#) which outlines what you can expect from us if you choose to support us.

If we do not meet your expectations we welcome your feedback. The following policy sets out the steps you can follow if you have been unhappy with your experience. We take complaints very seriously and will investigate and act upon every complaint.

To make a complaint please contact us at

Email: fundraising.complaints@lsbu.ac.uk

- 1) By post: Development and Alumni, London South Bank University, 103 Borough Road, London, SE1 0AA

Please make your complaint as soon as possible as it will make it much easier to investigate and resolve. The Fundraising Regulator recommends you should raise the complaint within 12 weeks of the incident happening.

When we receive your complaint we will:

- 1) Acknowledge your complaint within 5 working days of receiving it
- 2) A senior member of staff will investigate your complaint
- 3) Notify you of the outcome of the investigation within 28 days of receiving the complaint.
- 4) Log and record complaints in line with the Fundraising Regulators guidance. We will retain the records for at least 24 months

If you are not satisfied with our response or any aspect of the procedure please let us know.

If you are still not satisfied with the final outcome of the complaint, you can refer the complaint to the Fundraising Regulator within 2 months

Complaints are taken very seriously and we will use your feedback to consider changes and improvements to our fundraising.