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St Albans School Foundation Fundraising Complaints Procedure

The Foundation has voluntarily registered with the Fundraising Regulator and adheres to the key principles and behaviours of the Regulator's Code of Fundraising Practice, including their stated complaints procedure. This ensures that our fundraising practices will be legal, open, honest and respectful and that due care and attention is given to protect members of the public, and in particular, vulnerable people, from any undue pressure or unreasonable intrusion related to fundraising. The St Albans School Foundation is run by the Development team and headed by the Development Director.

If for any reason you feel that the St Albans School Foundation has failed to uphold the above standards whilst engaging in fundraising, please submit a complaint within 12 weeks of the fundraising incident or communication of which the complaint is made. Please contact development@st-albans.herts.sch.uk or write to:

Development Director

St Albans School Foundation

St Albans School

Abbey Gateway

St Albans

Hertfordshire

AL3 4HB

Or telephone: 01727 515177

St Albans School Foundation shall acknowledge receipt of all fundraising complaints within 5 working days (during term time only), log the complaint and start the process of investigating and resolving the complaint. We shall aim to provide the outcome of the investigation to you in writing within 20 working days (during term time only) of St Albans School receiving the complaint. If your complaint relates to a specific member of the Foundation's fundraising team please highlight this in the initial complaint so it can be managed without a conflict of interest.

If you are still dissatisfied following the response from St Albans School Foundation you have the right to refer your complaint to the Fundraising Regulator, and can find details of how to do so here <https://www.fundraisingregulator.org.uk/complaints/make-complaint.#>

K Gray

Development Director, St Albans School Foundation

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