Fundraising Complaints Procedure:

If you would like to make a complaint about any aspect of our fundraising activity please contact us in any of the following ways:

By telephone: 01768 867671

By email: [info@canepal.org.uk](mailto:info@canepal.org.uk)

In writing to: Community Action Nepal Stewart Hill Cottage  
Hesket Newmarket  
Wigton  
Cumbria  
CA7 8HX

**Procedure for Resolving Complaints:**

* We will acknowledge your complaint within 5 working days.
* We will investigate the complaint fully and write to you with the outcome within 3 weeks of the date our acknowledgement.
* If you are not happy with our response please let us know as soon as possible and we will escalate it to a more senior manager or trustee who will carry out a review and let you know the outcome.
* If you are still unsatisfied you can refer your complaint to the Fundraising Regulator. Their contact details are:

Fundraising Regulator  
Eagle House 167 City Road London EC1V 1AW

Telephone: 0300 9993407  
Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

We will ensure that all complaints are:

* Listened to and investigated thoroughly
* Dealt with consistently
* Are acknowledged quickly and recorded correctly
* Are dealt with in a fair and timely manner
* Are learnt from for the future