



Community Action Nepal: 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 800826

By email: 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

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