

Hertford College Fundraising Complaints Procedure

We are committed to the highest standards of practice in our fundraising activities, and that all our communications with current and potential donors are courteous and respectful. We adhere to the Fundraising Regulator's Code of Fundraising Practice, demonstrating our commitment to best practice.

However, we acknowledge that there may be occasions when you wish to make a complaint. If you believe that we may be in breach of the Code of Fundraising Practice, please follow the steps below.

1. Informal complaint: We invite you to discuss your complaint either with the member of staff you have originally been in contact with, or with the Principal (hertford-principal@hertford.ox.ac.uk). We will endeavour to resolve your complaint through either an email or telephone conversation.
2. Formal complaint: If you do not feel that the issue has been resolved to your satisfaction, please write to the Development Office either by email (development.office@hertford.ox.ac.uk) or post (Development Office, Hertford College, Cattle Street, Oxford OX1 3BW). The Fundraising Regulator recommends that you should raise a complaint within 12 weeks. We aim to respond to all complaints within five working days and resolve them within 20 working days, providing a written report of the outcome of our investigation (please be aware that the college closes during the Christmas break, so response times may be longer during that period). If it is not possible to give a response during that timeframe, we will provide an explanation and a revised timeline. Complaints will be dealt with sensitively and confidentially. Throughout the process we will treat you fairly and with respect, and keep you informed of the process.

If you are not satisfied with the outcome of your complaint, please write to us within one month of receiving the response. Your complaint will then be further investigated by a Fellow serving on the Development Committee, who will write to you within 25 working days with the outcome of their review and the rationale for their decision. If you are still not satisfied, you may contact the Fundraising Regulator, who will independently review your complaint. They will provide a final response on completion of their investigation.