

## Our Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please email details to both FCL Directors:

[ethan@fundraisingconsultants.co.uk](mailto:ethan@fundraisingconsultants.co.uk) and [charmaine@fundraisingconsultants.co.uk](mailto:charmaine@fundraisingconsultants.co.uk)

What will happen next?

1. We will reply acknowledging receipt of your complaint within 14 days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint, speaking to the members of staff and associates concerned.
3. S/he will then contact you to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the discussion of the complaint, s/he will write to you to confirm what took place and any solutions s/he has agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director or someone unconnected with the matter at the firm to review the decision and the way we handled the complaint.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.