

Fundraising Complaints Procedure



Without the donations, grants and other income we receive from our supporters we would not be able to undertake the work we do across Lincolnshire. We pride ourselves on high standards of professional conduct and adhere to the standards set by the Institute of Fundraising and the recommendations of the Fundraising Regulator.

However, if you have a concern about any aspect of our Fundraising relating to the activities of YMCA Lincolnshire please contact us via:

Rachael Baxter BA(Hons) MInstF (Cert)
Community Engagement Officer
YMCA Lincolnshire
The Showroom
Tritton Road
Lincoln
LN6 7QY

rachael.baxter@lincsymca.co.uk
01522 508379

Feedback must be received, in writing, within 3months of the incident as this helps us to gather any information required and conduct any investigation in the best possible way. After this time, we can still respond, but it may be difficult for us to ascertain full facts if there has been a significant time delay.

We will acknowledge receipt of your feedback in writing within 15 working days and aim to provide you with a full response within 30 working days; please ensure you send us full correspondence details. Depending on the nature of your feedback we may require time to fully investigate but we will aim to keep you up to date at all times.

Should you not be satisfied with the response we provide, we ask that you contact our Chief Executive to discuss further.

Caroline Killeavy
Chief Executive
YMCA Lincolnshire
The Showroom
Tritton Road
Lincoln
LN6 7QY

caroline.killeavy@lincsymca.co.uk

If, after the investigation has taken place, you are not satisfied with our response you may also contact The Fundraising Regulator:

In writing:

Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 EAST Road
London
N1 6AH

Online:

<https://www.fundraisingregulator.org.uk>

Telephone:

0300 999 3407

Further information on their full complaints procedure and timeframes can also be found on their website.

