



Hospitality Action's Fundraising Complaints Policy

Hospitality Action is the trade charity offering a crucial lifeline to people of all ages, working and retired, from the hospitality industry. We receive no government funding and so are dependent on individuals and corporate bodies from the within the industry.

We operate within fundraising guidelines set down by the Charity Commission, the Institute of Fundraising and the Fundraising Regulator and strive to ensure all our fundraising activity is open, fair, effective and honest.

If you have any concerns about a Hospitality Action fundraising activity, dislike the way you have been asked for a donation, are in any other way dissatisfied or upset about our fundraising or would like to make a formal complaint you can contact the Head of Fundraising & Marketing, Astrid Wears-Taylor:

- by emailing astrid@hospitalityaction.org.uk
- by telephone on 020 3004 5503
- by writing to Astrid Wears-Taylor, Head of Fundraising & Marketing, Hospitality Action, 62 Britton Street, London, EC1M 5UY

If you make a formal complaint about our fundraising activity, you should expect to hear from Hospitality Action within five working days. The reply will either be a full explanation or we will inform you that we are looking into your complaint with details of when you should expect a full reply.

If you are unhappy with the way in which we have dealt with your complaint, you can contact the Fundraising Regulator to progress it further.

Fundraising Regulator contact details are:

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

The Fundraising Regulator website address is <https://www.fundraisingregulator.org.uk/>

Hospitality Action's Fundraising Promise

WE ARE COMMITTED TO HIGH STANDARDS

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us to raise funds, comply with the Code and with this Promise
- We comply with the law including those that apply to data protection, health and safety and the environment

WE ARE HONEST AND OPEN

- We tell the truth and do not exaggerate
- We do what we say we are going to do
- We answer all reasonable questions about our fundraising activities and costs

WE ARE CLEAR

- We are clear about who we are, what we do and how your gift is used
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive
- We give a clear explanation of how you can make a gift and amend a regular commitment

WE ARE RESPECTFUL

- We respect the rights, dignities and privacy of our supporters and beneficiaries
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision
- If you tell us that you don't want us to contact you in a particular way we will not do so

WE ARE FAIR AND REASONABLE

- We take care not to use any images or words that cause unjustifiable distress or offence
- We take care not to cause unreasonable nuisance or disruption

WE ARE ACCOUNTABLE

- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint.
- We have a complaints procedure, as seen above
- If we cannot resolve your complaint, we accept the authority of the Fundraising Regulator to make a final adjudication.

Contact Details: