**LawWorks Fundraising Practice Complaints Process**

**LawWorks is committed to delivering a high standard of service to anyone who engages with our work.**

**We are registered with the Fundraising Regulator and therefore will always strive to promote and adhere to the Fundraising Promise to show our fundraising is legal, open, honest and respectful (see:** <https://www.fundraisingregulator.org.uk/code-of-fundraising-practice/the-fundraising-promise/>**).**

**We also will endeavour to comply with the Code of Practice, details of which can also be found on the Fundraising Regulator website (see:** <https://www.fundraisingregulator.org.uk/code-of-fundraising-practice/code-of-fundraising-practice/>**) which sets out the standards we are required to follow when fundraising.**

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. We therefore have a complaints process for members of the public to follow in order to bring the matter to our attention so that we can aim to resolve the issue as quickly as possible. The process is as follows:

1. Please download and complete our Fundraising Practice Complaints Form from our website and post it to us at the address on the form within 12 weeks of the fundraising incident or communication of which the complaint is made.

2. We will acknowledge receipt of your complaint in writing within **10 working days** of receiving it. We may ask you for further information about the nature of your complaint at that point.

3. We will investigate the complaint fully and prepare a response which we will send to you within **28 working days** of receiving your complaint which we hope will satisfy your concerns. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

4. If you are not satisfied by our response, please contact the Fundraising Regulator, the organisation which regulates fundraising in the UK, within 8 weeks of receiving our final report either via their website at <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/> (where you can complete an online form) or by calling them on 0300 999 4307. The Fundraising Regulator will investigate your complaint within **4 weeks** of receiving it. Further details of the process can be found here: <https://www.fundraisingregulator.org.uk/wp-content/uploads/2016/06/Complaints-Investigations-and-Remedies-Policy-December-2016.pdf>