



UNIVERSITY OF  
**LEICESTER**

## **Fundraising Complaints Policy**

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## **Fundraising Complaints Policy**

The relationships we hold with the University's alumni, friends and supporters are enormously important to us. We aspire to provide a service of the highest quality as we fundraise, keep you informed about the University of Leicester and let you know about the opportunities that are available to you. The support we receive helps us to give back, both locally and globally, through our life-changing scholarships and world-leading research.

Despite our best endeavours, we understand there may be occasions where you feel we do not meet expected standards. We welcome feedback in these instances. Constructive criticism helps us improve the quality of our work and ensures we continue to strive for excellence in all we do.

The University of Leicester is registered with the Fundraising Regulator and adheres to its Code of Fundraising Practice. We are committed to ensuring our fundraising complaints procedure is accessible and clear, and to resolving complaints fairly, promptly and constructively.

### **Our Definition of a Fundraising Complaint**

A fundraising complaint is defined as any concern or criticism that suggests we have not complied with our [Donor Charter](#), the Fundraising Code of Practice, the General Data Protection Regulations (GDPR) or the Privacy and Electronic Communications Regulations (PECR). Complaints should relate to activities within the remit of the Advancement Office.

#### Fundraising complaints may include:

- Concerns about the quality or nature of our fundraising activities
- Concerns from supporters about a particular campaign or communication
- Complaints regarding the behaviour of staff or volunteers when fundraising

#### A fundraising complaint does not include:

- A request to update communication preferences
- A request to amend personal details on our records
- General feedback or queries that do not relate to a perceived failure or concern

## Our Complaints Procedure

We have a dedicated procedure for investigating and responding to complaints about our work. If you would like to make a complaint you can contact us via:

Email	<a href="mailto:stewardship@leicester.ac.uk">stewardship@leicester.ac.uk</a>
Telephone	+44 (0)7884 758 406 (Senior Philanthropy Manager) +44 (0)7387 534 463 (Donor Relations Manager)
Post	Advancement Office, University of Leicester, University Road, Leicester, LE1 7RH
In-person	Via a member of the Donor Relations or Advancement team

Normally, we will investigate complaints made within three months of the issue arising. Later complaints may be reviewed at our discretion.

We include this timeframe to ensure we can investigate thoroughly while details are still fresh and relevant records are accessible. However, we will always consider exceptional circumstances where possible.

What you can expect:

1. We will acknowledge your complaint within five working days.
2. We will respond in full within 20 working days, following investigation by an appropriate manager.
3. If you are not satisfied, you may request escalation within 15 working days of receiving our response.
4. Our Director of Advancement (or an assigned deputy) will aim to respond to this escalation within ten working days.
5. If necessary, we will keep you informed of revised timelines.
6. If the issue is unresolved, you may refer the matter to the Fundraising Regulator within eight weeks of final response. The Fundraising Regulator will independently investigate and can be contacted via their [website](#).

We expect our staff to be professional, respectful and courteous in all interactions. We maintain a record of complaints for a minimum of 24 months unless data protection laws require earlier deletion.

We may periodically review and update this policy. Changes will be published on our website.

**Advancement Office**  
**May 2025**