

Date: June 2020

Review Date: June 2021

Responsibility: SMT



Dame Allan's Schools

Registered Charity Number 1084965

Development Office

COMPLAINTS POLICY

Number of formal complaints received 2018-2019: 0

INTRODUCTION

Dame Allan's Schools welcome suggestions and comments from alumni and donors and take seriously any complaint which they may raise. A complaint is defined as any matter relating to impact of our fundraising activities on our donors, supporters and the wider public. If you are unhappy with anything we have done whilst fundraising you can contact us to make a complaint. We will listen to feedback and respond appropriately to any criticism we receive within a reasonable time and in a courteous and efficient way.

STAGE 1 – INFORMAL RESOLUTION

It is hoped that most complaints will be resolved quickly and informally with the Development Office.

To register a concern/complaint please contact the development office at:

Email: alumnirelations@dameallans.co.uk;

Telephone: 0191 275 1500

Alternatively you can write to The Development Director, Dame Allan's Schools, Fowberry Crescent, Newcastle upon Tyne, NE4 9YJ.

STAGE 2- FORMAL RESOLUTION

If the complaint cannot be resolved with the Development Office then it will be escalated to the Principal, who will reach a decision and will respond in writing, within 28 days of receipt.

STAGE 3 – FUNDRAISING REGULATOR

In the event that the decision is not accepted then you can contact the Fundraising Regulator details of which can be found on their website: www.fundraisingregulator.org.uk.