



TRINITY HALL
CAMBRIDGE

Fundraising Code Complaints Procedure

Anyone may make a complaint in writing by post or e-mail if they consider that we have breached the *Code of Fundraising Practice* or any other rules of practice issued by the Fundraising Regulator from time to time. Complaints must be received within 28 days of the act complained of. Please note that you must clearly state that a complaint is being made, and specify the breach that you consider to have occurred.

Complaints about the activities of the Alumni & Development Office should be directed to the Development Director in the first instance. If the complaint is regarding the Development Director or requires escalation it may be directed to the Master.

On our part, we commit to investigate your complaint and advise you of the outcome of our investigation and our response within 28 days of receiving your complaint. However, if you are not satisfied with our response you may refer your complaint to the Fundraising Regulator (www.fundraisingregulator.org.uk/contact-us/) within two months of receiving it.

We will commit to keeping a full record of your complaint, the subsequent investigation, and associated correspondence for 24 months, unless you instruct us to delete the details of your complaint. Our records will be available to the Fundraising Regulator for this period of time.

You can contact us by e-mail at: development.director@trinhall.cam.ac.uk

The postal address is:
Alumni & Development Office
Trinity Hall
Trinity Lane
Cambridge
CB2 1TJ

General Office number: 01223 332550

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