

## Fundraising Complaints Policy

### Purpose

The Wigmore Hall Trust is committed to maintaining high standards in our fundraising practices and treating our donors with care. This policy explains how we handle complaints relating to our fundraising activities, ensuring they are taken seriously and dealt with fairly.

This policy covers complaints about any fundraising conducted by or on behalf of The Wigmore Hall Trust, including appeals, events, online campaigns.

### What Is a Fundraising Complaint?

A fundraising complaint is any expression of dissatisfaction about our fundraising methods, communications, or the behaviour of those representing the charity. Examples may include:

- Being asked to donate in a way that felt inappropriate or overly persistent
- Misleading fundraising communications
- Breach of donor data privacy

### Making a Complaint

We welcome feedback and aim to resolve issues quickly and transparently. If you have a complaint regarding our fundraising activities, you can make a complaint by:

**Email:** [development@wigmore-hall.org.uk](mailto:development@wigmore-hall.org.uk)

**Telephone:** 020 7258 8220

**Post:** Development Department, Wigmore Hall, 36 Wigmore Street  
London W1U 2BP

We will acknowledge receipt of your complaint within five working days. We aim to investigate and respond in full within ten working days. If the matter is more complex and needs more time, we will let you know and keep you updated. If you are not satisfied with our response, you may escalate your concern to Jon Carvell, General Manager, who will conduct a further review and respond within 15 working days.

If you remain dissatisfied after following our internal process, you may refer your complaint to the Fundraising Regulator, the independent regulator of charitable fundraising in the UK.

**Website:** [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

**Telephone:** 0300 999 3407

**Email:** [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

**Post:** Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

The Wigmore Hall Trust is registered with the Fundraising Regulator and makes every effort to comply with its standards and guidance.

Your complaint will be handled sensitively and in line with our Privacy Policy and UK data protection law. Personal data will only be used for managing your complaint and not shared unnecessarily.

## Contact Us

### **The Wigmore Hall Trust**

36 Wigmore Street, London W1U 2BP

Registered Charity No. 1024838

020 5258 8220 (Development Office)

[development@wigmore-hall.org.uk](mailto:development@wigmore-hall.org.uk)

[wigmore-hall.org.uk](http://wigmore-hall.org.uk)