Fundraising Complaints Procedure

At Bristol Dementia Action Alliance, we value all our kind supporters and we are committed to delivering the highest possible standard of service.

If you are unhappy with any aspect of our fundraising, please let us know - your feedback will help us to improve our services.

We undertake to:

- Provide a fair complaints procedure and publicise it in line with the requirements of the Fundraising Regulator so that it is clear and easy to use.
- Make sure all complaints are investigated in a timely way and dealt with quickly, efficiently and fairly.
- Treat all complaints seriously.
- Always treat you with courtesy and respect.

How to complain:

- Please contact us by either:
    - writing to us at BDAA, c/o Ambition House, 2 Stile Acres, Lawrence Weston, Bristol, BS11 0PZ
    - emailing office@bdaa.org.uk
    - or telephoning us on 07741 142701
- We will log the details of the complaint, including:
    - the date the complaint was received
    - the nature of the complaint
    - details of any investigation we have undertaken
    - and a copy of all communications regarding the issue
- We are committed to investigating any complaint received within five working days. If your complaint is more complicated and needs to be investigated further, you will receive an acknowledgement, followed by a full response within ten working days.
- We will advise you of the outcome of the investigation in writing within ten days and also give you the option of referring your complaint to the Fundraising Regulator if you are dissatisfied with the outcome of our investigation.
- The complaint will be held on file for at least 24 months from the date on which it was made.
- The record of complaints will be available for inspection by the Fundraising Regulator on request.

Registered with FUNDRAISING REGULATOR