

NSPCC

The NSPCC is committed to delivering a high standard of service to anyone who engages with our work. We operate within the fundraising guidelines set down by the Charity Commission, the Institute of Fundraising and the Fundraising Standards Board and strive to ensure all of our fundraising activity is open, fair, effective and honest.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves within our fundraising activity. You can provide your feedback on our fundraising activity by contacting our Supporter Care team by phone on 0207 7825 2505 or by email using the following email address Supportercare@nspcc.org.uk. Alternatively, you can write to the following address:

NSPCC Supporter Care Team
Weston House
42 Curtain Road
London
EC2A 3NH

We will endeavour to acknowledge and provide an initial response to your feedback within **5 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will give you an estimate of how long we expect this to take.

Where we are unable to resolve your fundraising complaint to your satisfaction, you can ask the **Fundraising Standards Board**, the self-regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the FRSB website www.frsb.org.uk
- writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, *or*
- calling – 0333 321 8803

The NSPCC is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.

The Fundraising Standards Board will investigate your complaint within **20 working days** of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within **60 calendar days**, will be final and will be made public

The NSPCC's commitment to
The Fundraising Promise



EVERY CHILDHOOD IS WORTH FIGHTING FOR

NSPCC

Our fundraising promise

We are members of the Fundraising Standards Board (FRSB) self-regulatory scheme. The FRSB works to ensure that organisations raising money for charity from the public do so honestly and properly. As members of the scheme, we follow the Institute of Fundraising's Code of Fundraising Practice and comply with the key principles embodied in the Code and in this Promise

We are committed to high standards

- We do all we can to ensure that fundraisers, volunteers and fundraising contractors working with us comply with the Codes and with this Promise.
- We comply with the law including those that apply to data protection, health and safety and the environment.

We are honest and open

- We tell the truth and do not exaggerate
- We do what we say we are going to do
- We answer all reasonable questions about our fundraising activities and costs. Please contact us, visit our website or see our Annual Report if you require further details

We are clear

- We are clear about who we are, what we do and how your gift is used
- Where we have a promotional agreement with a commercial company, we make clear how much of the purchase price we receive
- We give a clear explanation of how you can make a gift and amend a regular commitment

We are respectful

- We respect the rights, dignities and privacy of our supporters and beneficiaries
- We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision
- If you tell us that you don't want us to contact you in a particular way we will not do so

We are fair and reasonable

- We take care not to cause unreasonable nuisance or disruption.
- We take care not to use any images or words that cause unjustifiable distress or offence.

We are accountable

- If you are unhappy with anything we have done whilst fundraising, you can contact us to make a complaint.
- We have a complaints procedure, a copy of which is available on request.
- If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication.

EVERY CHILDHOOD IS WORTH FIGHTING FOR