



abandofbrothers – Fundraising Complaints Procedure

We're committed to doing right by our supporters

At *abandofbrothers*, we're passionate about building strong, supportive communities for young men. That includes being open and honest in everything we do – especially regarding fundraising.

If something doesn't feel right, or if you think we could do better, please tell us. We take all feedback seriously and treat complaints as an opportunity to learn and improve.

How to make a complaint

You can contact us in whichever way works best for you:

 **Email:** ben.phillips@abandofbrothers.org.uk

Please share as much detail as you can — what happened, when, and how we can contact you.

If you'd prefer to stay anonymous, that's okay too. We'll do our best to investigate with the information you give.

What happens next

- We'll **acknowledge your complaint within 5 working days**.
- We'll **look into it carefully and reply within 20 working days**.
- If it takes longer, we'll let you know and keep you updated.
- If you're not satisfied with our response, you can ask for a **review by a senior manager or trustee**.

We promise to treat your feedback fairly, respectfully, and confidentially.



If you're still unhappy

If we can't resolve your concern, or if you believe we've broken fundraising rules, you can contact the **Fundraising Regulator** – the independent body that oversees charitable fundraising in the UK:

 www.fundraisingregulator.org.uk

 **Email:** complaints@fundraisingregulator.org.uk

 0300 999 3407

 Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

We're listening

Every complaint helps us do better. We review all feedback regularly to improve how we work and ensure that our fundraising always reflects our values: **respect, integrity, and community**.

(Last reviewed: 20th October 2025)