

## ***Wycliffe Bible Translators***

March 2021

### ***Fundraising Complaints Procedure***

We welcome your complaint because you are providing us with an opportunity to not make the same mistake twice, and to improve. Thank you.

Wycliffe Bible Translators is committed to ensuring that fundraising activities are carried out in an ethical and godly manner. If we fall short of a quality service, we will thank you for telling us about it. This will help us to improve our standards.

If you have a complaint, please provide as much information as possible to enable us to investigate and satisfactorily resolve your complaint as quickly as possible. It would be helpful to know when and where it happened and who was involved.

If a complaint is raised through social media channels, we will contact you privately to resolve the issue.

#### ***How to complain:***

- Email us at [complaints@wycliffe.org.uk](mailto:complaints@wycliffe.org.uk)
- Call us on 0300 303 1111
- Write to us at Wycliffe UK Ltd, PO Box 1643, Oxford OX4 9PB.

#### ***What will happen next?***

The person dealing with the complaint will seek to resolve it within 10 working days, subject to seasonal holidays.

If you are not satisfied with the initial response, you can then raise the matter in writing with the Executive Director. An acknowledgement will be sent within 10 working days of receipt. Your complaint will be investigated and the circumstances leading to it and the Executive Director will respond as appropriate within a further 10 working days of us sending the acknowledgement.

If you are not satisfied with that response you can raise the matter by writing to the Chair of Trustees. An acknowledgement will be sent within 10 working days of receipt. The Chair will investigate by interviews and reviewing all correspondence and respond as appropriate within a further 10 working days of the acknowledgement being sent.

If these actions do not resolve your concerns, you may raise the matter with the Fundraising Regulator to look again at your complaint. They will aim to let complainants and organisations know whether they will investigate a complaint within four weeks of receipt. Wycliffe have voluntarily registered with the Fundraising Regulator and we agree to abide by their decisions.