

COMPLAINTS POLICY

Approved by Board of Trustees: 22 February 2017

Date of Next Review: January 2018

1. Introduction

As a member of the Fundraising Regulator we are committed to best practice and we take all complaints seriously. Without our supporters we wouldn't be able to continue our work, delivering real and lasting social change so it is important to us that we get our fundraising right. If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. We will listen to feedback and respond appropriately to complaints and criticism we receive.

2. Complaints Procedure

If you have a complaint or concern about our fundraising you can:

- Call us on **0208 487 7000**
- Email us at info@tennisfoundation.org.uk
- Write to at **Tennis Foundation, National Tennis Centre, 100 Priory Lane, London, SW15 5JQ**

We will always treat your complaints seriously and will treat you politely, fairly and respect your confidence.

Stage 1

If you make a complaint by telephone, we should be able to resolve it during the call. If this is not possible, we will let you know how long it will take us to resolve it.

If you complain by email or post, we will resolve it or acknowledge receipt of it within 5 working days. If the complaint is more complex, we will contact you again with a resolution within 10 working days of receipt.

Stage 2

Hopefully you will be satisfied with our response. However, if not, please let us know. We will then escalate your complaint to a member of our Senior Management Team or a member of our Board of Trustees. They will lead an investigation and contact you with a resolution within 10 working days.

Stage 3

If you are still unhappy, you can contact the Fundraising Regulator who will independently investigate your complaint. You can contact them:

- Via their website at www.fundraisingregulator.org.uk
- By post to the **Fundraising Regulator, 1st Floor, 10 St Bride Street, London, EC4A 4AD**
- By phone on **0300 999 3404**