



PEMBROKE

COLLEGE OXFORD

Fundraising complaints procedure

At Pembroke, we believe that philanthropy should be an enjoyable experience. We work hard to ensure that all of our interactions with current and potential donors are of the highest quality. We are registered with the Fundraising Regulator, and have signed up to the Fundraising Promise, demonstrating our commitment to best practice.

Despite our best efforts, we recognise that there may be occasions when you wish to register a complaint. We take all feedback and complaints seriously and seek to address them quickly and appropriately. To achieve this open and timely communication is essential.

A fundraising complaint

Fundraising concerns or complaints should pertain to an action or area which is within the remit of Pembroke College, Oxford. If you believe that we have not complied with the Fundraising Promise, and therefore may be in breach of the Code of Fundraising Practice as outlined on the Fundraising Regulator's website, please raise your concerns following the steps below.

All complaints are handled sensitively and confidentially. Only those directly involved in investigating the issue will have access to the details.

How to complain

Throughout the complaint process, we will treat you fairly and with respect, keep you informed of progress, respond promptly, and let you know how to escalate a complaint if you wish to pursue it further.

1. Tell us

It is recommended to raise a complaint within 12 weeks of the incident.

You may register your concern or complaint in any of the following ways:

- Email: development@pmb.ox.ac.uk
- Post: Development Office, Pembroke College, Oxford, OX1 1DW.

Please include your name and contact details in your email or letter so that we can get back in touch with you easily. We are not able to respond to anonymous complaints.

2. *We will respond*

We aim to acknowledge all complaints within 5 working days, and to resolve them within 20 working days.

Your complaint will be fully investigated and the outcome of our investigation will be communicated to you within 20 working days of the receipt of your complaint. If it is not possible to give a response within that timescale, we will contact you to explain why and to provide an indication of when a full response can be expected.

3. *If you are not satisfied*

If you are not satisfied with our response, please let us know we will escalate your complaint to the Director of Development, Development Fellow, or Bursar as appropriate. They will investigate the matter themselves and then write to you setting out the outcome of their review and the rationale for their decision.

An acknowledgement will be sent in writing within 5 days of receiving your response, and we will aim to complete the review within 25 working days.

What to do next

If you are still not satisfied and would like to make a complaint to the Fundraising Regulator regarding Pembroke College, Oxford, please contact them via the [online complaint form](#).

The Fundraising Regulator

The [Fundraising Regulator](#) is the independent regulator of charitable fundraising in the UK. It sets and promotes the standards for fundraising practice and adjudicates complaints from the public about fundraising where these cannot be resolved by the charities themselves.

Pembroke College, Oxford is registered with the Fundraising Regulator and subscribes to the Code of Fundraising Practice.