



Red Balloon Learner Centre Group
Suite 3, Winship House, Winship Road, Milton, Cambridge CB24 6AP
Tel: 01223 366052 • Email: admin@group.rblc.org.uk
www.redballoonlearner.org

How to raise any concerns about our fundraising*

If you would like to raise a concern about our fundraising, make a complaint – or even pass on a compliment – you can do so using the process below.

Your views are important to us and we take them seriously. We are committed to high standards in everything that we do, but realise that sometimes things can go wrong and that not everyone will agree with everything we do.

We welcome feedback because it helps us to develop and improve our fundraising, and make sure we communicate with our supporters and partners in ways which they value. We promise to take your complaint seriously, and to respond quickly to your concerns.

First step

Please contact us as follows:

Samantha Sherratt, Head of Fundraising and Communications
Red Balloon Learner Centre - Group
Winship House
Suite 3
Winship Road
Milton
Cambridge, CB24 6AP

01223 366052
samantha.sherratt@group.rblc.org.uk

Samantha Sherratt will contact you within three working days and will do everything she can to resolve your concerns. If you contact us by phone, we hope to be able to address your concerns there and then. A written acknowledgement will be sent within five working days. Where possible, you will receive a full written response within 15 working days.

PTO

Registered with



Founder and President: Carrie Herbrt MBE • Chief Executive Officer: Lena Milosevic MBE
Trustees: Liz Allan, Josie Collier, Mike Frankl (Chair), Dr. Carrie Herbert MBE, Revd. Prof. Michael Reiss, Kevin Taylor, Bev Williams
Registered Charity No. 1109606. Company Registered in England and Wales No. 05385341
Registered office address: Suite 3, Winship House, Winship Road, Milton, Cambridge CB24 6AP



If you are not satisfied with the initial response

If you are not satisfied with the initial response, you can contact Lena Milosevic, Chief Executive Officer, who will look into your concern. Her contact details are as above, and her direct email is [lena.milosevic@group.rblc.org.uk](mailto:lana.milosevic@group.rblc.org.uk).

If you are still not satisfied

If you are not satisfied with the response from Lena Milosevic, you can write to Mike Frankl, the Chair of Trustees at the same address as above. His direct email is mike.frankl@rbl.ac.

The Chair is ultimately responsible for the governance of our charity and for ensuring we act at all times in an honest and transparent manner, and that we adhere to our fundraising promise.

At each of these stages, we will acknowledge your query within three working days, investigate your concern within seven working days and advise you promptly of the outcome. If we are unable to meet this timetable – if a key member of staff is on leave, for example – we will contact you to inform you.

We will always seek to ensure your concerns are fully addressed when you contact us, and when things go wrong we appreciate you giving us the opportunity to put them right.

However, we recognise there may be times when you would wish an independent body to investigate your concerns. The Fundraising Regulator is the independent regulator of charitable fundraising and one of its roles is to investigate cases where fundraising practices have led to significant public concern. In order to ask the Fundraising Regulator to investigate, you must first have given us the opportunity to resolve your concern or complaint through our own internal process. The Fundraising Regulator's contact details are:

The Fundraising Regulator
1st Floor, 10 St Bride Street
London EC4A 4AD
0300 999 3404
enquiries@fundraisingregulator.org.uk
<http://www.fundaisingregulator.org.uk/>

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* If you have concerns about how we support students in one of our Red Balloon learner centres, then please use the centre-specific procedure from our website:

<http://www.redballoonlearner.org>