

Complaints Policy and Procedure

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Policy

We aim to conduct our fundraising and operations without giving cause for concern or complaint. Any complaint received will be investigated thoroughly and responded to fully. We will also decide whether our procedures, practices or behaviours need to change.

We will acknowledge complaints within five working days of receipt, giving a named contact and their contact details. We aim to respond fully and wherever possible resolve complaints at the first review level, within 15 working days of receiving them. This review level will include oversight of the complaint and the proposed response by a trustee director. If a complaint remains unresolved after first level review it will be referred to the chair of trustees for response. A record of all complaints and their outcomes is kept and provided to the board of trustees. Our complaints policy and procedure is reviewed annually.

How to complain to HOPE UK

Complaints may be made by telephone, email or letter.

Our contact details are:

Telephone: 07825 683612

Email: info@thehopefoundation.org.uk

Letter: The Hope Foundation for Street Children, 82 Manor Road, Barton Le Clay, Bedford MK45 4NR

If you make a complaint, please:

- make clear what has caused you to make a complaint
- tell us what we can do to put things right
- tell us about you and your relationship to HOPE UK, providing your name, address, email address and telephone number
- let us know whether you would prefer to be contacted by phone, email or letter.

Fundraising complaints and escalation

Where a complaint relates to fundraising activity, HOPE UK will handle the complaint in line with the Code of Fundraising Practice. If a complainant remains dissatisfied with our response after completion of our internal complaints process, they have the right to refer the complaint: either to the Fundraising Regulator; if the activity is carried out in England, Wales or Northern Ireland or the Scottish Fundraising Adjudication Panel (SFAP) if the activity is carried out in Scotland.

Fundraising Regulator

www.fundraisingregulator.org.uk

Email: complaints@fundraisingregulator.org.uk

Telephone: 0300 999 3407

Scottish Fundraising Adjudication Panel (SFAP)

www.goodfundraising.scot

Email: info@goodfundraising.scot

Telephone: 0808 164 2520

The Hope Foundation for Street Children (HOPE UK), 82 Manor Road, Barton Le Clay, Bedford MK45 4NR
Telephone: 07825 683612 | info@thehopefoundation.org.uk | thehopefoundation.org.uk

Learning and oversight

All fundraising-related complaints will be reviewed periodically by senior management and trustees to identify themes, improve fundraising practice, and ensure ongoing compliance with the Code of Fundraising Practice.

HOPE UK is registered with and regulated by the Office of the Scottish Regulator (OSCR) as The Hope Foundation for Street Children, Charity Number SC038809 at:

The Scottish Charity Regulator (OSCR)
2nd Floor, Quadrant House
9 Riverside Drive
Dundee DD1 4NY

Email: info@oscr.org.uk

Telephone: 01382 220446 - between 08:30 and 16:30 Monday to Thursday, and between 08:30 and 16:00 on Friday, except for bank holidays.

The OSCR website provides guidance on what happens if a concern regarding a charity is raised with them: www.oscr.org.uk/about-charities/raise-a-concern/