



Cinnamon Network Fundraising Complaints Procedure

At Cinnamon Network, we value our donors and supporters and want to ensure that you feel respected, cared for and listened to. As members of the Fundraising Regulator, we work hard to make sure we carry out our fundraising in line with best practice, taking into account the specific needs of our donors.

Complaints

We are always welcome feedback on our fundraising activities and take any complaints very seriously. If you feel that you need to make a complaint about the way we have carried out any of our fundraising, you can email or write to us at the following addresses:

Email: team@cinnamonnetwork.co.uk

Write to: Cinnamon Network, Suite 7, Three Gables, Corner Hall, Hemel Hempstead, Hertfordshire HP3 9HN, marking the envelope "Complaint".

If we receive a complaint, we will take the following course of action:

1. First Internal investigation

We will acknowledge your complaint in writing (via email or post) within 7 working days. We will try to resolve the complaint as quickly as possible. The complaint will be investigated by our Director of Business Development (Danni Malone) who will advise the complainant of the outcome of this investigation within 21 days.

2. Second Internal Investigation

If you are not satisfied with our response, we will refer the complaint to our CEO (Matt Bird). A response will be sent to the complainant within 21 days.

3. Chair of Trustees

If you are not satisfied, we will refer the complaint to our Chair of Trustees (David Westlake). The Chair will send a response to the complainant within 30 days of the referral.

4. Fundraising Regulator

If you feel the Cinnamon team has not dealt with your complaint satisfactorily, you can contact the **Fundraising Regulator** via their Online Complaints Form:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>

The **Fundraising Regulator** Board will report its conclusion within 60 days. The **Fundraising Regulator** has the discretion to specify that no further action is appropriate or to prescribe a certain action in response to the complaint.