



Rock UK – complaints procedure

We aim to provide the best service possible to our donors and supporters. Without your generosity, we would not be able to transform young lives through outdoor adventure. Therefore, feedback from supporters is of the utmost importance so that we make sure that comments and complaints are handled in a timely and positive manner.

The following feedback procedure is designed to provide a swift and transparent resolution to your complaint and to guide us in making improvements to what we do.

How to make a complaint or provide us with feedback, in the first instance please write to:

The Fundraising Manager
Rock UK Head Office
Frontier Centre
Addington Road
Irthlingborough
Northants
NN9 5UH

(Alternatively, you may contact the Fundraising Manager via email: supportus@rockuk.org or phone: on 01933 654100.)

Please state clearly your name, address and email address (if appropriate), your telephone number and details of your complaint.

- We will acknowledge receipt of your complaint in writing within 10 working days.
- We will investigate and do everything we can to resolve your complaint informally within a further 10 working days of receipt liaising with you directly.
- Should you remain dissatisfied with the resolution of your complaint, the Fundraising Manager will escalate the matter on your behalf to the Chief Executive who will respond to you within a further 10 working days. The Chief Executive will liaise directly with you to resolve your complaint.
- If your complaint cannot be resolved through the Chief Executive, we will then ask our Chair of Trustees to meet with you to resolve your complaint.
- If after meeting with our Chair of Trustees, you feel the matter has still not been resolved to your satisfaction, you can then ask the [Fundraising Regulator](#) to investigate the issue.
- We welcome your comments and feedback on how our complaints procedure could be improved in the future.