

## SOAS Fundraising Complaints Procedure

### 1. Introduction

- 1.1 SOAS is registered with the Fundraising Regulator (**FR**) and as such adheres to the Fundraising Promise which can be found on our [website](#). SOAS' fundraising practice is run by the Development, Alumni and External Engagement team (**EEPA**).
- 1.2 SOAS commits to being clear, honest, open and respectful when fundraising. SOAS also commits to being:
  - fair and reasonable in all interactions with donors and potential donors; and
  - accountable and responsible in the way we fundraise.
- 1.3 If for any reason you feel that SOAS has failed to uphold these standards while engaging in fundraising, please see Section 2 below which outlines how you can make a complaint. **Any complaint should be submitted to SOAS within 12 weeks of the fundraising incident or communication of which the complaint is made.**

### 2. Fundraising Complaints Procedure

- 2.1 If you wish to make a complaint please contact our Fundraising Complaints Coordinator:

Via email at [fundraisingcomplaints@soas.ac.uk](mailto:fundraisingcomplaints@soas.ac.uk)

Or by post addressed to Fundraising Complaints Coordinator  
External Engagement and Public Affairs (EEPA)  
SOAS University of London  
London  
WC1H 0XG.

**If you are unable to submit a complaint in writing and require assistance with submitting a complaint please call the Fundraising Complaints Coordinator on +44 (0) 20 7898 4216 or please call the SOAS Switchboard on +44 (0) 20 7637 2388 and ask to speak to the Head of Advancement or anyone in the Advancement team in the Directorate of External Engagement and public Affairs.**

- 2.2. SOAS shall acknowledge receipt of all fundraising complaints within **5 working days**, log the complaint and start the process of investigating and resolving the complaint.
- 2.3. SOAS shall aim to provide the outcome of its investigation to you in writing within **20 working days** of SOAS receiving the complaint.
- 2.4. If your complaint relates to a specific member of SOAS' fundraising team please highlight this in the initial complaint. The complaint will be progressed to an appropriate member of the fundraising team or the SOAS senior management team so that there is no potential conflict of interest in investigating the complaint.

- 2.5. If you are still dissatisfied after you have received a response from SOAS you have the right to refer your complaint to the FR, **provided you do so within 2 months of receiving SOAS' response**, according to the FR's guidance. Please find details of how to do so on their [website](#).
- 2.6. Please note that SOAS will be unable to investigate any complaints when the school is closed. School closure dates can be found on the SOAS' website.
- 2.7. SOAS will retain all records relating to any complaint it receives for 24 months. If you wish to have the records of your complaint destroyed before this period expires please contact the Fundraising Complaints Coordinator who will arrange for the records of your complaint to be confidentially destroyed in line with data protection law.
- 2.8. This procedure is in line with the terms and conditions of registration with the FR, specifically Section 3.

#### Accessibility and Complaints From People in Vulnerable Circumstances

If this written complaints procedure is not accessible to you and you require it in an alternative format, for example a digital recording, please contact our Fundraising Complaints Coordinator:

By telephone on	+44 (0) 20 7898 4216 (If unavailable please call the SOAS Switchboard on +44 (0) 20 7637 2388 and ask to speak to the Head of Advancement or anyone in the Advancement team in the External Engagement and Public Affairs Directorate),
Via Email at	<a href="mailto:fundraisingcomplaints@soas.ac.uk">fundraisingcomplaints@soas.ac.uk</a>
Or by post to	Fundraising Complaints Coordinator External Engagement and Public Affairs (EEPA) SOAS University of London London WC1H 0XG.

If you wish to assist an individual in vulnerable circumstances with making a complaint, or wish to make a complaint on their behalf please send a letter of authorisation signed by them to the Fundraising Complaints Coordinator by email or post.