We aim to provide an excellent supporter experience at our events. This means we take complaints extremely seriously and view them as an opportunity to improve.

If you feel we are falling short of our high standards, please let us know and we will respond as quickly as possible, take action to resolve the situation, and put measures in place to try to prevent it from happening again.

**How to contact us:**

These are the various ways you can contact us with your complaint. We will respond to you using the same method, unless you tell us otherwise:

By phone: 01422 341160 (Mon – Fri 9am – 4pm) Out of office hours: 07538 114079

By email: Branchoffice@rspcahalifaxhuddersfieldbradford.org.uk

By post: RSPCA Branch Office, Queens Hall, Queens Road HX1 3NS

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

**Response times:**

We will let you know we’ve received your complaint within the first three working days of your complaint.

We will do our best to respond to your complaint within ten working days. If we think it will take longer, we will let you know.

We will always listen to what you say and treat you with respect and courtesy. We will seek to resolve your complaint objectively and honestly.

**Exceptions:**

The only occasions when we will not respond are as follows:

When a complaint is illegible or incoherent

When a complainant is being abusive or offensive or harassing one of our employees or volunteers

When a complaint has been sent as part of a mass communication to us and many other charities

When a complaint is made anonymously.

When a complainant unreasonably pursues a matter that we have already fully responded to. However, if a complainant is unhappy with the response given, we will ensure our escalation procedure is followed.

If you feel that your complaint has been unresolved by us, then the Fundraising Regulator can investigate your complaint. You must contact them within two months of receiving your response from us.

Contact details for the Fundraising Regulator are:

The Fundraising Regulator

2nd floor, CAN Mezzanine Building, 49 – 51 East Road, London, N1 6AH

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk