



## **Complaints Procedure**

At The Access Project, we work to provide students with opportunities to allow them to reach their educational potential, regardless of their background.

We aim to treat all our donors, partners and supporters with the highest level of care and respect. If you feel that we have not reached your expectations, we would like to hear from you to ensure we can develop our practice and support our students to the best possible standard.

When a complaint is received it will be logged and investigated promptly. We welcome any feedback and take all complaints seriously.

The Access Project is regulated by the Fundraising Regulator (FR), the independent regulator of charity fundraising. The FR sets and promotes the standards for all fundraising activity, known as the “Code of Fundraising Practice”.

For more information on the FR, please visit the [Fundraising Regulator website](#).

### **How to raise a complaint**

You can contact us in a variety of ways. Please include your name and contact details so we can resolve your concern as efficiently as possible:

- You can contact us at our head office on 0204 513 5999 (Monday - Friday between 9am and 5:30pm).
- You can email us at [info@theaccessproject.org.uk](mailto:info@theaccessproject.org.uk).
- You can complete an online form available on our [Contact Us](#) page.
- You can also write to us at: The Dock, Tobacco Quay, Wapping Lane, London, E1W 2SF

### **How will we handle your complaint?**

We aim to resolve any complaint, worry or concern in an efficient, fair and practical manner. We will always treat you with courtesy and respect, and listen to what you say.

We will acknowledge your complaint within 2 working days of receiving it.

Where possible, we will resolve the complaint at the point of acknowledging it.



If further investigation is required, we will provide you with an expected timeline within 2 working days of acknowledgement. We will also provide you with contact details for the member of our team who is handling your complaint.

You should expect to receive a response in full no later than 20 working days after the date we received your complaint.

### **My complaint has not been resolved**

We will strive to resolve your complaint as quickly and as thoroughly as we can. However, if after having spoken to us you feel we have not resolved your complaint to your satisfaction, you can contact the following organisations:

- The Fundraising Regulator can investigate your complaint if it is related to fundraising.

You must contact them within two months of receiving your response from us.

You can contact them via their online complaints form, available [on their website](#).

- If your complaint is related to another area of our work you can contact [The Charity Commission](#).

You can find out how to raise a concern [here](#).

You can also contact them on 0300 066 9197.

### **Your details**

We maintain a log of all complaints raised in order to manage our complaints process effectively. This includes information about you as the complainant. If you would like further information, or have any concerns, about the information we may hold about you, please see our Privacy Policy.

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