

Supporter's Guide to Making a Complaint



Our promise to you

Our work is only possible because of our supporters. Without your loyal support, we would not be able to reach the thousands of people we work with every year.

Through our fundraising activity, we aim to engage and inspire people like you, building meaningful and lasting relationships so that together we can support people in the drylands of Africa to lift themselves out of poverty and combat the effects of climate change.

We are committed to fundraising and communicating with you in an honest and ethical way, consistent with our values. We always strive for best practice in our fundraising and communications and adhere to the Fundraising Regulator Code of Fundraising Practice and our legal obligations, including the General Data Protection Regulation, the Privacy and Electronic Communications Regulations 2003 and the Telephone Preference Service. We adhere to the regulations set by the Fundraising Regulator who actively regulates charities carrying out fundraising activities.

For more information on the way we treat our supporters, please see [our Supporter Promise](#).

We value your feedback as it helps us continually learn and improve. Whether you have a compliment to share or a concern to raise, your input is crucial to ensuring that we maintain the highest standards in all aspects of our work.

We commit to ensuring that:

- People who support us and the wider public know how to make a complaint and can do so easily.
- All complaints are dealt with in a timely and efficient manner.
- Those making a complaint know that it will be dealt with sensitively, honestly and fairly.
- Tree Aid staff are aware of the complaints policy and procedures and feel confident in these.
- Complaints are reviewed on a regular basis to inform improvements.

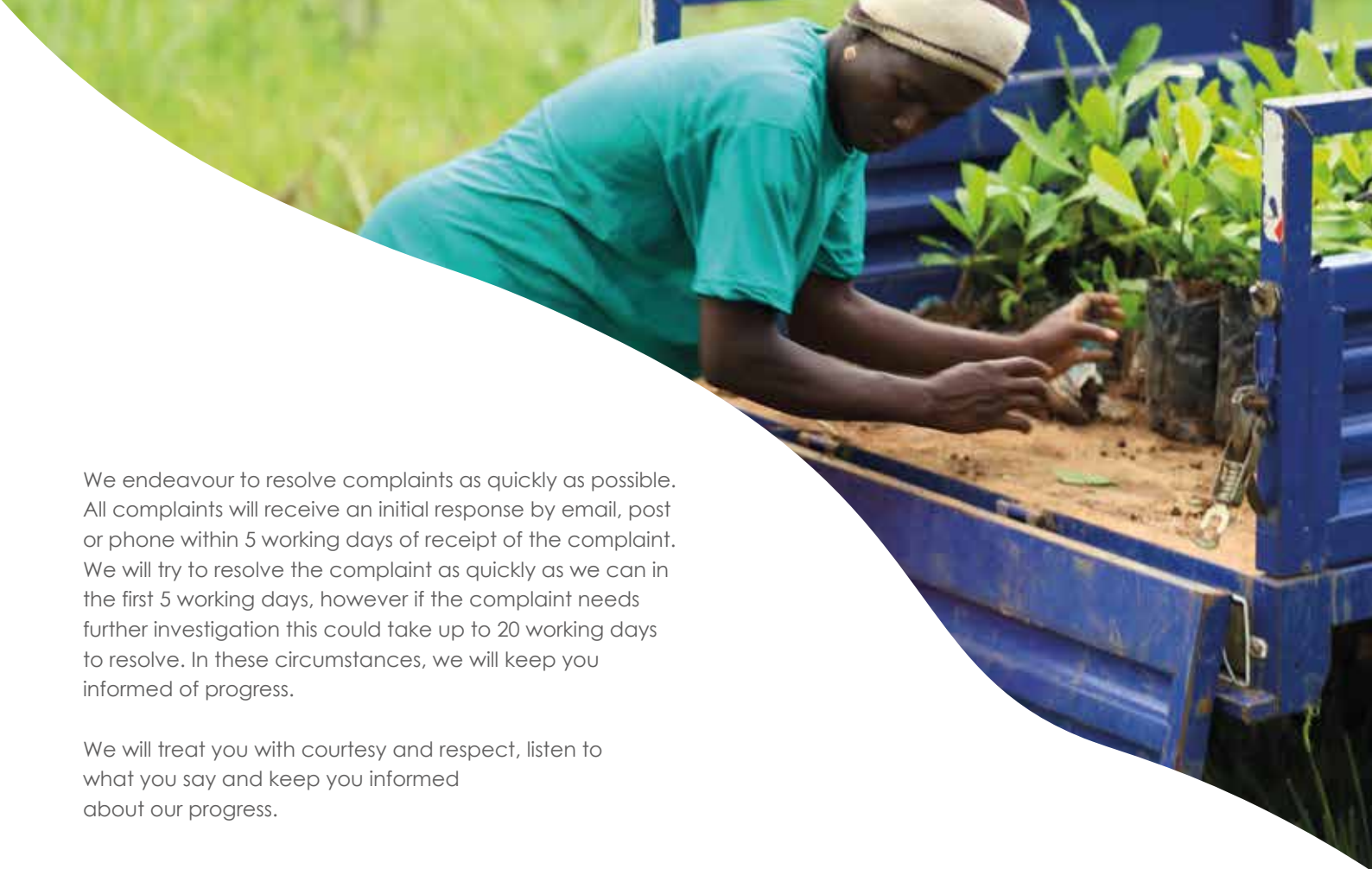
How do I make a complaint?

If you have a complaint about fundraising carried out by Tree Aid or by a third party fundraising on behalf of Tree Aid, please contact our Supporters Team on 0117 909 6363, email info@treeaid.org.uk, us our [online form](#), or write to us at:

Supporters Team,
Tree Aid,
Brunswick Court,
Brunswick Square,
Bristol, BS2 8PE.

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.





We endeavour to resolve complaints as quickly as possible. All complaints will receive an initial response by email, post or phone within 5 working days of receipt of the complaint. We will try to resolve the complaint as quickly as we can in the first 5 working days, however if the complaint needs further investigation this could take up to 20 working days to resolve. In these circumstances, we will keep you informed of progress.

We will treat you with courtesy and respect, listen to what you say and keep you informed about our progress.

What can I do if I'm not happy with the response I get?

If you are not happy with the response you receive from us please contact the Fundraising Manager to request an internal review of your complaint. They can be contacted on 0117 909 6363, info@treeaid.org.uk or at:

Tree Aid,
Brunswick Court,
Brunswick Square,
Bristol BS2 8PE.

They will look into your complaint further and examine how it has been handled so far – with the aim of resolving this matter for you.

If your complaint is to do with fundraising and you feel that it has still not been resolved by us, then the Fundraising Regulator can investigate your complaint, so long as it is within 2 months of receiving your response from us:

www.fundraisingregulator.org.uk/make-a-complaint/complaints/.

If you have concerns regarding information rights practices, you can contact the Information Commissioners Office by visiting www.ico.org.uk or calling 0303 123 1113.