



Our Complaints Policy

Kidney Cancer UK and Kidney Cancer Scotland are committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide you feedback by phone on 01223 870008 email office1@kcuk.org.uk or, alternatively, you can write to the following address:

***The Old Coach House
High Street
Harston
Cambridge
CB22 7PZ***

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to *the Chief Operating Officer* contact@kcuk.org.uk who will review our decision.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Standards Board**, the self regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the Fundraising Regulator www.fundraisingregulator.org.uk
- writing to Fundraising Regulator 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH calling – 0300 999 3407

Kidney Cancer UK is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints received within 3 months of the original incident.

The Fundraising Regulator will investigate your complaint within **20 working days** of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within **60 calendar days**, will be final and will be made public.