

# MOUNTVIEW

## FUNDRAISING COMPLAINTS POLICY

### Introduction

Mountview is registered with the [Fundraising Regulator](#), an independent regulator of charity fundraising, and we follow the Fundraising Regulator's [Code of Fundraising Practice](#).

Whilst we work hard to provide the best possible customer service and deliver to the highest standards for all our supporters, we recognise that despite our best endeavours there may be times when we fall short of expectations. If this is the case, we very much want to hear about your experience as your feedback will help us to improve the ways in which we fundraise and to ensure that the matter won't happen again.

We will always treat your complaint seriously, with respect and in confidence. If you wish to make a formal complaint about the ways in which we fundraise please follow the steps outlined below.

### Complaints Procedure

Please send your complaint to Froniga Lambert, Chief Operating Officer: [fronigalambert@mountview.org.uk](mailto:fronigalambert@mountview.org.uk)

Or by post to:

Froniga Lambert  
Chief Operating Officer  
Mountview  
120 Peckham Hill Street,  
London  
SE15 5JT

Please make the complaint as soon as possible after the incident has taken place. Our aim is to ensure every complaint is acknowledged within 5 working days and to resolve the issue you raise as quickly as possible.

We will investigate your complaint and provide you with an outcome of the investigation, and resolution if possible, within 28 days of receipt of the complaint. If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected.

If you are dissatisfied with the outcome of our investigation, you can refer your complaint to the Fundraising Regulator. This must be done within eight weeks of the final response from us or they may not be able to respond to your complaint.

You can contact the Fundraising Regulator via their [online complaints process](#).

Or in writing to:

Fundraising Regulator  
50 Featherstone Street  
London  
EC1Y 8RT

Or by calling 0300 999 3407

### **Monitoring Fundraising Complaints**

Complaints are monitored and reported to our Board, and the number of complaints received is declared in the Charity's Annual Report & Accounts. We also keep a record of the number of complaints received and include these in our Annual Complaints Return to the Fundraising Regulator. This does not contain any personal information but enables the Regulator to use the data charities submit to produce a report about complaints across the charity sector.

### **Removing Yourself from Fundraising Communications**

You can choose to stop all fundraising communication from us, via the Fundraising Preference Service here:

<https://public.fundraisingpreference.org.uk>



*Mountview is a registered charity number 274166*

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**Date established:** May 2019

**Date reviewed:** September 2025

**Date of next review:** September 2027

**Owner:** Head of Development