

# ALMEIDA THEATRE

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### FUNDRAISING COMPLAINTS PROCEDURE

1. If a complaint about fundraising is received from a member of the public (the “complainant”), the Almeida Theatre’s complaints co-ordinator will acknowledge the complaint in writing within 14 days of receipt of the complaint and provide them with a copy of the Almeida Theatre’s complaints procedure and the Fundraising Promise or, if they have access to the internet, with details of the Almeida Theatre’s website. The acknowledgement will also confirm that the Almeida Theatre will seek to resolve the complaint within 30 days.

2. The Almeida Theatre will investigate the complaint and will advise the complainant of the outcome of the investigation within 30 days of receipt of the complaint. In exceptional circumstances, the Almeida Theatre may need more than 30 days to gather all the information required for its investigation (for example, if a key member of staff is on annual leave or sick). If this happens, the Almeida Theatre will contact the complainant in writing with a copy to the Fundraising Standards Board (the FRSB”) outlining the situation.

3. If the complainant is dissatisfied with the outcome of the Almeida Theatre’s investigation, the complainant may refer the complaint to the FRSB within two months of receiving the Almeida Theatre’s response.

4. Once the FRSB have received the complaint, it will contact the Almeida Theatre to let it know and to get background information about the complaint. The FRSB will investigate the complaint and seek a resolution with all parties concerned within 30 days. If the complainant is still not satisfied, they can seek adjudication by the FRSB Board.

Contact Fundraising Standards Board:

By Email  
info@frsb.org.uk

By phone  
0333 321 8803

By post  
Fundraising Standards Board  
65 Brushfield Street  
London  
E1 6AA

By fax  
0333 321 8804