

# 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 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 Regulator (‘the regulator’) 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 regulator within two months of receiving the Almeida Theatre’s response.
4. Once the regulator has received the complaint, it will contact the Almeida Theatre to let it know and to get background information about the complaint, the regulator 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 regulator.

Contact the Fundraising Regulator:

Online

<https://www.fundraisingregulator.org.uk>

By post

Fundraising Regulator 2nd Floor, CAN  
Mezzanine 49-51 East Road London, N1 6AH

By phone

0300 999 3407