



# Improving Lives Plymouth

Supporting people since 1907

Active for All  
Better Futures  
Caring for Carers  
Information and Advice  
Long-Term Conditions Self-Management  
Sensory Solutions  
Veterans Care Navigation  
Volunteer Connections

## Our Fundraising Complaints Policy

Improving Lives Plymouth is 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 feedback by:

- **phone** on 01752 201900
- **email** [ilp@improvinglivesplymouth.org.uk](mailto:ilp@improvinglivesplymouth.org.uk)
- **post** to the following address: 156 Mannamead Road, Plymouth, PL3 5QL

We will acknowledge receipt of your complaint within two working days and provide a response to your complaint 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 our Chief Executive who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can contact the Fundraising Regulator, the self-regulator for fundraising in the UK, as follows:

- Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)
- Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)
- Telephone: 0300 999 3407

Improving Lives Plymouth is a member of the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints received within three months of the original incident.

The Fundraising Regulator will acknowledge your complaint within one week of receiving it. For full details of the fundraising regulator complaints procedure visit the website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Improving Lives Plymouth - 156 Mannamead Road, Plymouth, PL3 5QL

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Website: [www.improvinglivesplymouth.org.uk](http://www.improvinglivesplymouth.org.uk)



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