



British Psychotherapy Foundation Fundraising Complaints procedure

We are committed to maintaining the highest standards in our fundraising activities. If you have a concern or complaint, we want to hear from you and will do our best to resolve the issue quickly and fairly.

How to Make a Complaint:

You can contact us by:

- **Telephone:** 020 8452 9823
- **Emailing:** complaints@bpf-psychotherapy.org.uk
- **Writing to:** Corporate Governance Team, British Psychotherapy Foundation, 37 Mapesbury Road, London NW2 4HJ

Please include:

- Your name and contact details
- A clear description of the complaint
- Any relevant dates, names, or supporting information

What Happens Next:

Acknowledgement: All complaints will be acknowledged within 5 working days.

Investigation: The relevant staff member or manager will investigate the complaint thoroughly and objectively

Resolution: A full response will be provided within 15 working days of receipt.

Escalation: If you're not satisfied with the outcome, you may escalate the complaint to the CEO, and if necessary, externally to the Fundraising Regulator.

Taking your dispute outside of the British Psychotherapy Foundation:

If you feel the resolution of your fundraising complaint is not satisfactory, you can take your complaint to the Fundraising Regulator.

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, from unacceptable fundraising practices.

The British Psychotherapy Foundation is a member of the [Fundraising Regulator](#) and we will abide by any decision they reach on complaints. Please contact:

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

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

Thank you for helping us uphold our values and improve our work.