

Channing School – Fundraising Complaints Procedure

This policy only applies only to the school's fundraising work. Parents should use the School Complaints procedure which is available on the Website for all other complaints regarding the school.

Channing School is committed to delivering a high standard of service to anyone who engages with our development and fundraising activities. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

You can provide you feedback by phone on

0208 340 2328 or email info@channing.co.uk.

Alternatively, you can write to the following address:

The Headmistress, Channing School, The Bank, Highgate. N6 5HF

We will acknowledge and provide an initial response to your feedback within five 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 28 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 The Chairman of Governors, who will consider the matter in more detail. The Chairman of Governors can be contacted at:

Chairman of Governors
Channing School
The Bank
Highgate
N65HF

Or at Chairman@channing.co.uk

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Standards Board, the self regulator for fundraising in the UK, to consider it by:

- * submitting your complaint through the FRSB website www.givewithconfidence.org.uk
- * writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA,

NOTE - As a result of a recent review of the Regulation of Fundraising it is expected that the FRSB will shortly be dissolved and its function taken over by a new regulatory body. This policy will be updated to reflect this once further details are available.

The Bursar is responsible for this policy
Reviewed August 2018