

Brain Research UK Complaints Policy

Brain Research UK is the working name of Brain Research Trust.

Brain Research UK is committed to providing high standards in all our work. We always aim to treat our donors, supporters, volunteers and members of the public with the highest level of care and respect and are committed to maintaining good relations with anyone who engages with our work.

Brain Research UK is a member of the Fundraising Regulator and we abide by the Code of Fundraising Practice, the Fundraising Promise within it and our Supporter Charter. We welcome all feedback, good or bad, and regard any complaint as an opportunity for us to strengthen and improve our practices.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. We promise to take all complaints very seriously and we aim to resolve complaints in a timely manner, fairly, sensitively and effectively.

Formal complaints procedure

If you wish to make a complaint you can contact us by phone on **+44 (0)20 7404 9982**, email **info@brainresearchuk.org.uk** or, alternatively, you can write to the following address:

**Brain Research UK, BWB Charity Hub
10 Queen Street Place, London, EC4R 1BE**

To help us investigate and address your complaint, please ensure you include your contact details and a summary of the nature of your complaint. It would also be useful if you include details of the activity, event or fundraising you are referring to, dates and times and any relevant information leading up to the complaint.

We will acknowledge your complaint and provide an initial response and, where possible, full resolution within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within this timeframe, we may need to conduct a more in-depth investigation and therefore will provide you with an expected timescale for our response and a point of contact should you need to get in touch with us. In any event, you should expect to receive 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.

We hope that we are able to resolve your complaint in an open, honest and satisfactory way. However, if you are still unhappy, you can request your complaint be escalated to the Charity's Senior Management who will review your concerns and the initial outcome before responding to you fully.

Following this, if you remain dissatisfied you can contact the following organisations

For complaints about fundraising activities:

Fundraising Regulator
2nd Floor, CAN Mezzanine Building
49-51 East Road, London, N1 6AH
www.fundraisingregulator.org.uk
T: 0300 999 3407
E: enquireis@fundraisingregulator.org.uk



For complaints about other areas of our work:

The Charity Commission
PO Box 1227, Liverpool, L69 3UG
T: 0845 3000 218

