

Fundraising Complaints Procedure

Our Commitment

The Open University Students Association and its connected charity, the Open University Students Educational Trust, are committed to the highest standards in fundraising practice.

However, we know that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

How to send your feedback

Please email us at OUSA-complaints@open.ac.uk, entering “Fundraising Complaint” in the subject header of your email.

Please include your name, address, email and contact telephone number in your email so that we can get back in touch with you easily and quickly. All complaints will be dealt with in a timely fashion from receipt. For full details on how long this takes, and what we will do, please look at the Association’s [Resolving and Settling Differences Policy](#). Your complaint will be dealt with under a stage 1 formal complaint related to issues with the Association.

Who else can help?

If you feel your fundraising complaint has not been satisfactorily resolved by us, then the Fundraising Regulator can investigate your complaint. You must contact them within two months of receiving our conclusion of your complaint.

Fundraising Regulator
Eagle House
167 City Road
London
EC1V 1AW

0300 999 3407

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

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