

Fundraising Complaints Process

Ilkley and District Good Neighbours is registered with the Fundraising Regulator and as such is bound by their Code of Fundraising Practice.

This requires us to adhere to the following values when fundraising:

- Legal
- Honest
- Open
- Respectful

A copy of the code is available here: [Code of Fundraising Practice](#)

If you feel unhappy with any aspect of our fundraising, please contact our manager and we will endeavor to resolve the issue to your satisfaction:

Tel: 01943 609906

Mail: manager@goodneighboursilkley.org.uk

Address: Riddings Hall, Riddings Road, Ilkley, West Yorkshire, LS29 9LU

If you are unsatisfied with the response, or feel it is inappropriate to raise with our manager, please ask for contact information to make a formal complaint. You will be put in contact with the Chair of Trustees and your complaint will be handled in accordance with our general complaints' procedure, copy available on request. Should the complainant be a member of staff, the Grievance Policy will apply. A member of staff or volunteer will be ensured protection from victimisation or harassment through anonymity.

If you are unsatisfied with the result of this process, you can take your complaint to the Fundraising Regulator by completing their online form:

[Fundraising Regulator Complaints Process](#)

Alternatively:

- Emailing: complaints@fundraisingregulator.org.uk
- calling 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)
- sending a letter to Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

The Fundraising Regulator asks that you give us 4 weeks to respond before submitting a complaint to them.

This process is applicable to the general public, donors, individual fundraisers and organisations as well as volunteers and staff.

November 2025