

Lyric Hammersmith Fundraising Complaints Procedure

Where an individual or organisation has a complaint regarding fundraising by the Lyric they should contact the Director of Development in writing:

Address: Director of Development, Lyric Hammersmith, Lyric Square, London W8 0QL

Please include your name, address and contact telephone number in your letter so that we can respond to your complaint and use the template complaints form listed below.

The complaint will be acknowledged within 5 working days of receipt. The person dealing with the complaint will seek to resolve it within 10 working days.

If the complainant is not satisfied with the initial response the matter should be referred by them to the Executive Director in writing within 10 days of the response to the initial complaint. An acknowledgement will be sent within 5 working days of receipt. The Executive Director will, in consultation with the Chair of the Lyric Board (or in their absence another senior Trustee), investigate the circumstances leading to the complaint and seek to respond as appropriate within 10 working days.

If the complainant is still not satisfied they should contact the Fundraising Standards Board who will investigate their complaint and report their findings to the complainant:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>

Fundraising Complaints Form:

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| Date | |
| Name | |
| Contact telephone no. | |
| Postal Address | |
| Email | |
| Reason for complaint <ul style="list-style-type: none">- When did the incident take place- Could you describe the reason for your complaint?- Please list any names of Lyric staff you have spoken to | |
| Outcome the complainant is seeking (if they wish to tell you) | |