



## **Our Complaints Policy**

Magic Bus UK is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 020 7922 7717, email [info@magicbusuk.org](mailto:info@magicbusuk.org) or by post to:

Magic Bus UK 32-36 Loman Street London SE1 0EH

We will acknowledge and provide an initial response to your feedback within ten 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 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

## **Fundraising Complaint**

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Regulator, the UK's independent regulator for charitable fundraising, to consider it by:

- Making a complaint online through the Fundraising Regulator's website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)
- Calling 0300 999 3407

Magic Bus UK is registered with the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator will accept complaints only if you have brought your complaint to us first within 12 weeks of the incident in question.

If we are unable to resolve your complaint within four weeks, you have eight weeks to bring your complaint to the Fundraising Regulator. Complaints from incidents older than 12 weeks may be considered by the Fundraising Regulator in exceptional circumstances, however this is entirely at their discretion.

The Fundraising Regulator will investigate your complaint and come to a decision within 13 weeks of receiving it. There is no process to appeal the Fundraising Regulator's decision, however you may request a review of the decision. Full details of the complaints process can be found on the Fundraising Regulator's website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)