



## Fundraising complaints procedure

St Columba's College has voluntarily registered with the Fundraising Regulator and adheres to the key principles and behaviours of the Regulator's Code of Fundraising Practice, including their stated complaints procedure.

This ensures that our fundraising practices will be legal, open, honest and respectful and that due care and attention is given to protect members of the public, and in particular, vulnerable people, from any undue pressure or unreasonable intrusion related to fundraising.

The St Columba's College Office of Development and Alumni Relations is headed by the Headmaster.

If for any reason you feel that St Columba's College has failed to uphold the above standards whilst engaging in fundraising, please submit a complaint within 12 weeks of the fundraising incident or communication of which the complaint is made.

Please email [batour.c@stcolumbascollege.org](mailto:batour.c@stcolumbascollege.org) or write to:

Catherine Batour  
Alumni Relations  
St Columba's College  
King Harry Lane  
St Albans  
Herts AL3 4AW

St Columba's College Office of Development and Alumni Relations will acknowledge receipt of all fundraising complaints within five working days (during term time only), log the complaint and start the process of investigating and resolving the complaint. We shall aim to provide the outcome of the investigation to you in writing within 20 working days (during term time only) of St Columba's College receiving the complaint.

If your complaint relates to a specific member of the College's fundraising team please highlight this in the initial complaint so it can be managed without a conflict of interest.

If you are still dissatisfied following the response from St Columba's College you have the right to refer your complaint to the Fundraising Regulator. You can find details of how to do so here: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>.