

Fundraising Promise

We make the following promise to all donors. Stoll is also a member of the Fundraising Standards Board (FRSB).

We are committed to high standards

Our fundraisers, volunteers and fundraising contractors working with us to raise funds, comply with the Fundraising Code of Practice and with this Promise.

We comply with the law including the legislation about the use of people's personal information.

We are honest and open

We tell the truth and do not exaggerate.

We answer all reasonable questions about our fundraising activities and costs.

We are clear

We are clear about who we are, what we do and how your gift is used.

We give a clear explanation of how you can make a gift and amend a regular commitment.

We are respectful

We respect the rights, dignities and privacy of our supporters and beneficiaries.

We will not put undue pressure on you to make a gift and if you do not want to give or wish to cease giving, we will respect your decision.

If you tell us that you don't want us to contact you in a particular way we will not do so.

We are fair and reasonable

We take care not to use any images or words that cause unjustifiable distress or offence.

We take care not to cause unreasonable nuisance or disruption.

We are accountable

If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint.

We have a complaints procedure, a copy of which is available on the website or available on request.

If we cannot resolve your complaint, we accept the authority of the Fundraising Standards Board to make a final adjudication.

Fundraising Complaints Procedure

Stoll is registered with the Fundraising Regulator. We are committed to best practice and we take all complaints seriously. If you have a complaint or a concern about our fundraising, you can:

- Call our office on 020 7385 2110
- Email us at fundraising@stoll.org.uk

- Write to us at Stoll, 446 Fulham Road, London, SW6 1DT
- Or complete our online complaints form

Our complaints handling procedure

First Stage

If you make a complaint by telephone, we should be able to resolve it during the call. If this is not possible, we will let you know how long it will take us to resolve it. If you send your complaint by email or post, we will adhere to Stoll's Complaints Procedure.

Second Stage

Hopefully you will be satisfied with our response. However, if not, we will escalate the complaint to a member of the senior management team who will review the complaint and how it was handled and will try to resolve your issue.

Third Stage

If you are still unhappy, you can contact the Fundraising Regulator who will independently investigate your complaint. You contact them on their website: www.fundraisingregulator.org.uk/make-a-complaint/complaints/