

## THE OPEN UNIVERSITY FUNDRAISING COMPLAINTS PROCEDURE

The Open University Development Office is committed to the highest standards in fundraising practice.

However, we know that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

### How to send your feedback

There are a number of ways to contact the Officer for Fundraising Complaints:

- Call our supporter number: +44 (0)1908 655044: This line is open Monday to Thursday from 8:30am to 5:00pm and Friday from 8:30am to 4:00pm. Outside of these hours you can always leave us a message and a contact name and number and we will return your call the next working day.
- Email us: [fundraising-complaints@open.ac.uk](mailto:fundraising-complaints@open.ac.uk)
- Write to us:  
The Open University Development Office  
The Open University  
Walton Hall Milton  
Keynes MK7 6AA

Please include your name, address, email and contact telephone number in your email or letter along with your preferred method of response so that we can get back in touch with you easily and quickly.

All complaints will be dealt with in a timely fashion from receipt. For full details on how long this takes, and what we will do, please look at our [Complaints Policy](#).

### Our pledge

The University and the Development Office recognises that the successful resolution of concerns and complaints is vital to our commitment to continuous improvement and which places its supporters at the heart of what we do.

### Our charity status

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority.

### Who else can help?

The Open University Development Office is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us, then the Fundraising Regulator can investigate your complaint.

You must contact them within two months of receiving your response from us.

Fundraising Regulator  
2nd Floor, CAN Mezzanine,  
49-51 East Road, London, N1 6AH

0300 999 3407

<https://www.fundraisingregulator.org.uk>

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission PO Box 1227  
Liverpool L69 3UG

0845 3000 218

<https://www.gov.uk/government/organisations/charity-commission>