

The Goodwill Revolution: Complaints Handling Procedure

Our Commitment

At The Goodwill Revolution, we are committed to upholding the highest standards of fundraising practice. We value feedback and take all complaints seriously, viewing them as an opportunity to improve. Our goal is to ensure that anyone who raises a concern feels heard, respected, and that their issue is resolved fairly and transparently.

2.3.1: Our Internal Complaints Process (please see separate Complaints Policy)

If you have a complaint about our fundraising, please contact us. You can do this by:

- **Email:** louise@thegoodwillrevolution.co.uk

Upon receiving your complaint, we will:

1. **Acknowledge it:** We will acknowledge your complaint in writing within 7 working days, providing that Louise/Simon Wells are not on annual leave. In this instance, your complaint will be reviewed once the annual leave is completed.
2. **Investigate it:** We will conduct a thorough and fair investigation, speaking with all relevant parties and reviewing all necessary information.
3. **Respond to it:** We will provide a full response to your complaint within 28 working days of acknowledging it. If the investigation is complex and we need more time, we will let you know and provide an updated timeline.

We aim to resolve all complaints internally and to your satisfaction. However, if you are not happy with our response, you have the right to escalate your complaint.

2.3.2: Escalating Your Complaint

If you are not satisfied with the outcome of your complaint, you can escalate it to the Fundraising Regulator. We will provide you with their contact information, including their website, once we have completed our internal process.

The Fundraising Regulator is an independent body that investigates fundraising complaints. We follow their Code of Fundraising Practice (Nov 2025). Please be aware that the Fundraising Regulator requires you to have completed our internal complaints procedure before they can investigate your complaint.

For more information, you can visit their website: www.fundraisingregulator.org.uk

Registered address:
38 Chawn Hill
Stourbridge
West Midlands
DY9 7JB

The Goodwill Revolution CIC
Company number: 15778524



Signed:

Louise Wells

Director

Date: 15th August 2025

Registered address:
38 Chawn Hill
Stourbridge
West Midlands
DY9 7JB

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Company number: 15778524