

Heart Research UK Complaints Procedure

We aim to respond to all complaints within 5 working days. If further investigation is required we will respond with the steps we are taking to investigate further. In such cases we will provide a full response within 30 working days.

If we are not able to resolve your complaint immediately, or if you are not satisfied with our response the following steps will be taken :

Step 1

Your complaint will be passed to the relevant department Director who will respond within 5 working days. If further investigation is required we will let you know and will aim to have a full response in a further 5 working days.

Step 2

If you are still dissatisfied with the response, your complaint will be escalated to the Chief Executive, who will acknowledge your complaint as soon as possible, with a full response being sent in 10 working days.

Step 3

We are a member of the Institute of Fundraising as well as the Fundraising Regulator, and we always aim to maintain and hit our high standards. We take it seriously if you do not feel we are meeting these standards, and will always try to resolve your concerns through our complaints process. However, if we have not managed to address your complaint to your satisfaction you can contact the Fundraising Regulator. We will work closely with the Regulator to resolve any complaints that are raised with them. You can find out more on the [Fundraising Regulator website](#).