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**Fundraising Complaints Procedure**

If you have a complaint about any area of our fundraising, we would appreciate your feedback and will do our best to resolve the situation as quickly and positively as possible.

To make a complaint, please contact Jenny Boland, Head of Development on 0207 434 9944 or jenny.boland@geolsoc.org.uk

We will respond to your complaint within five working days. If you are not satisfied with the response given, please let us know and your complaint will be considered by our Executive Secretary, who will reply within ten working days of receipt.

In the event that you remain dissatisfied with the response received, you are entitled to take your complaint to the [Fundraising Regulator](https://www.fundraisingregulator.org.uk/) for an independent investigation.

The Fundraising Regulator’s contact details for England are:

The Fundraising Regulator

2nd Floor

CAN Mezzanine Building

49-51 East Road

London N1 6AH

**Tel:** 0300 999 3407

**Email:** enquiries@fundraisingregulator.org.uk

