



Fundraising Complaints Procedure

Heart n Soul welcomes feedback on how we can improve our fundraising processes and we take complaints very seriously.

You can make a complaint to us by email, phone or letter as follows:

Email: info@heartnsoul.co.uk

Phone: 020 8694 1632 (10am to 6pm Monday – Friday)

Write to: General Manager, Heart n Soul, The Albany,
Deptford, London SE8 4AG

We will acknowledge all complaints within 5 working days and give a more detailed response (if needed) within 20 days.

If you're not entirely happy with the way we have handled your concern, you can make a further complaint to the Chair of our Board of Trustees or to the [Fundraising Standards Board](#).