

Complaints policy

The Jon Egging Trust ('JET') is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone **0300 123 3044**, email info@joneggingtrust.org.uk or by writing to:

The Jon Egging Trust
The Old Bakehouse
Ufton Fields
Leamington Spa
Warwickshire
CV33 9NZ

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to our CEO who will consider the matter in more detail.

Complaints about fundraising

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the independent regulator of charitable fundraising to consider it by:

- Submitting your complaint through the Fundraising Regulator website www.fundraisingregulator.org.uk
- Contacting them on **0300 999 3407**

JET is registered with the Fundraising Regulator and we agree to abide by its decisions. Please note that complaints to the Fundraising Regulator should be made to them within two months of JET's final response to a complaint. The Fundraising Regulator will consider complaints made outside of this timeframe, however, it may not be possible for them to investigate effectively due to the passage of time.

For more information on the process, visit their website.

Author	Last updated
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