

Fundraising Complaints Procedure



Catholic Diocese of
PORTSMOUTH

"Bringing people closer to Jesus Christ through His Church."

The Catholic Diocese of Portsmouth is committed to maintaining the highest standards in our fundraising activities. Our fundraising complaints procedure ensures that anyone—donors, supporters, staff, or volunteers—can raise concerns or express dissatisfaction in a clear, respectful, and constructive way.

This procedure is designed to ensure our supporters have access to a fair, effective, and transparent process for raising concerns about fundraising, reflecting both our organizational values and the standards set by the Fundraising Regulator.

1.0 Types of Complaints

- The Diocese takes seriously any violations to our fundraising practices. Violations include unethical or misleading fundraising practices; breaches of the Code of Fundraising Practices; misuse of donor funds; pressure or coercion of donors; inappropriate behaviour; conflicts of interest or fraud.

2.0 Process

- If you have concerns about any of our fundraising practices, please email complaints@portsmouthdiocese.org.uk.
- Complaints will be acknowledged within 5 working days and investigated impartially. A response will be provided within 20 working days. If delays occur, you'll be notified with updates.
- Complaint records will be retained and made available for review by the Fundraising Regulator upon request.
- If you are unhappy with the outcome, you can contact the Fundraising Regulator who will independently investigate your complaint. You can contact them on their website: <https://www.fundraisingregulator.org.uk/complaints>