



The Story Museum
Rochester House
42 Pembroke Street
Oxford OX1 1BP
T 01865 790050
www.storymuseum.org.uk

The Story Museum – Fundraising Complaints Procedure

Your views are important to us and we take every complaint seriously. We are committed to high standards in everything that we do, but we realise that sometimes we get things wrong and that not everyone will agree with what we do.

We welcome feedback because it helps us to improve the services we offer and helps us to improve our communications with you.

We promise to take all complaints seriously, and to deal with them in a timely manner.

How to complain

Stage 1:

Send your complaint to us in any of the following ways:

- Call our Campaign team on 01865 790050
- Email: campaign@storymuseum.org.uk
- Write to: The Campaign Team, The Story Museum, 42 Pembroke Street, Oxford OX1 1BP

We will try to resolve the problem as quickly as possible. Whatever the complaint, we aim to provide a full response within 7 days, or if the complaint is more complex we will acknowledge the complaint within 7 days and provide a full response within 14 days.

Stage 2:

If you are still not satisfied with our response, please inform the Head of Fundraising in writing at the address above.

Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do.

Your complaint will then be passed to a Director who will lead an investigation and contact you with a resolution within 14 working days.

Stage 3:

In the event that you remain dissatisfied with the response you have received which is related to fundraising (only), you are entitled to take your concerns to the Fundraising Regulator www.fundraisingregulator.org.uk, The Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49051 East Road, London N1 6AH. Telephone 0300 999 3407. Email: enquiries@fundraisingregulator.org.uk

The Fundraising Regulator is an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, not least those who may be vulnerable, from unacceptable fundraising practices.

The Story Museum is a member of the Fundraising Regulator and we are committed to abide by any decision they reach on complaints which are escalated to them.

