**Our Complaints Procedure**



Adventure Ashram is fully regulated by the UK Charity Commission and The Fundraising Standards Board. We endeavour to operate to extremely high standards and follow best practice in all of our activities. You can request to view a copy of Adventure Ashram’s ethical fundraising policy by emailing: [info@adventureashram.org](mailto:info@adventureashram.org)

If you have any concerns with regards to Adventure Ashram’s activities please see details of our complaints procedure below.

**How to raise your concerns:**

1. Where your concerns relate to fundraising, you should initially contact Adventure Ashram’s Complaints Co-ordinator, Trustee Tony Smith [tsmith55@virginmedia.com](mailto:tsmith55@virginmedia.com)
   * If you are not satisfied with the initial response, please contact Adventure Ashram Trustees in writing. (*address below)*

We will endeavour to resolve your concern as promptly and as amicably as possible.

We will acknowledge your query within 14 days, investigate your concern within 30 days and advise you promptly of the outcome.

1. If these options do not meet your concerns. the Fundraising Regulator will investigate your complaint. Please lodge your complaint by visiting:
   * https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/

or write to:

* Fundraising Regulator 1st Floor  
  10 St Bride Street  
  London  
  EC4A 4AD enquiries@fundraisingregulator.org.uk



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