

Complaints about Fundraising

If you wish to make a complaint about our fundraising, please contact us as follows:

Email: fundraising@filmtvcharity.org.uk
Telephone: 020 7437 6567 (lines open 0900 - 1730 Monday to Friday, UK time)
Post: Fundraising Department
The Film & Television Charity
22 Golden Square
London
W1F 9AD

Our complaints procedure and fundraising promise to you

Through our fundraising activity we aim to inspire and engage people so that we can build long term relationships, and together help support moving image industry professionals and their families in times of need and along their chosen career pathway. The Film & Television Charity's approach to fundraising is underpinned by three principles:

- **Fairness** - treating all members of the public fairly and respectfully. This means respecting the wishes and preferences of the supporter and being mindful of, and sensitive to, any particular needs that a supporter may have.
- **Inclusivity** - we are open to everyone and embrace diversity. We believe everyone has a contribution to make towards facilitating change, regardless of visible and invisible differences. The rights and dignity of our beneficiaries must be upheld at all times
- **Accountability** - it is up to fundraisers to take responsibility for ensuring that their fundraising is happening to a high standard. We re-invest a small part of every fundraising donation to secure future income.

The Film & Television Charity values your feedback and takes your comments seriously. We will acknowledge your complaint within two working days and aim to resolve complaints within 14 days of receipt.

If you remain dissatisfied your complaint will be referred to a more senior member of staff who will work with you to resolve the issue.

The Film & Television Charity is covered by the Fundraising Regulator (FR). If you feel that we have not satisfactorily solved your complaint you can contact the FR: [Fundraising Regulator complaints procedure](#)