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# Fundraising Code Complaints Procedure

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## Procedure

You may make a complaint in writing by post or e-mail if you consider that we have breached the *Code of Fundraising Practice* or any other rules of practice issued by the Fundraising Regulator from time to time. Complaints must be received within 28 days of the act complained of. Please note that you must clearly state that a complaint is being made, and specify the breach that you consider to have occurred.

On our part, we commit to investigate your complaint and advise you of the outcome of our investigation and our response within 28 days of receiving your complaint. However, if you are not satisfied with our response you may refer your complaint to the Fundraising Regulator ([www.fundraisingregulator.org.uk/contact-us](http://www.fundraisingregulator.org.uk/contact-us)) within two months of receiving it.

We will commit to keeping a record of your complaint, the subsequent investigation, and associated correspondence for 24 months, unless you instruct us to delete the details of your complaint. Our records will be available to the Fundraising Regulator for this period of time.

## Contact Details

You can contact us by email at: [roll@newn.cam.ac.uk](mailto:roll@newn.cam.ac.uk)

Our postal address is:

Roll and Development Office  
Newnham College  
Sidgwick Avenue  
Cambridge CB3 9DF  
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