



Our complaints policy

The Lullaby Trust is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standard set for ourselves. You can provide your feedback by phone on 020 7802 3200 or email fundraising@lullabytrust.org.uk or, alternatively, you can write to the following address:

The Lullaby Trust
CAN Mezzanine
7-14 Great Dover Street
London
SE1 4YR

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to Jenny Ward, Chief Executive who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are not able to resolve it to your satisfaction, you can ask the Fundraising Regulator, an independent body who set and maintain the standards for charitable fundraising. We follow the Codes of Fundraising Practice and commit to follow the Fundraising Promise which set the standards for fundraising activity throughout the UK.

We use the Fundraising Regulator logo to show you that we're following these standards. By using this logo, we want you to know that you can trust us and give with confidence.

We promise to be honest, fair and open about our fundraising with you, our supporters. We want to reassure you that we will fundraise in a responsible way and, if you don't think we're meeting these high standards then we will take your views seriously. We will always try to resolve your concerns but if you think we haven't, you can forward your complaint within two months of our final response.

To take your complaint directly to the Fundraising Regulator use the [online complaints form](#) or call 0300 999 3407. Find out more on the [Fundraising Regulator's website](#).