



Global's Make Some Noise Complaints Policy

If you need to make a complaint, you can get in touch with us in the following ways:

Write to: Global Charities,
30 Leicester Square,
London,
WC2H 7LA

Email us on contact@makesomenoise.com

Call us on 0345 606 0990

What happens next?

We'll make sure your complaint is logged by our team – and we may ask you to send us a written account by post or email.

We'll do all we can to resolve your complaint as quickly as possible, and we aim to take no longer than 4 weeks to complete the investigation. That said, if it's not something we're able to resolve in that time, we'll make sure we update you on our progress and let you know where we're at.

What if I'm not happy with the outcome?

If you're not happy with our response to your complaint, you can request that it be escalated. In this instance the Director of the Charity or one of our Trustees will then review and aim to resolve.

What if I want to make an external complaint?

You're able to complain to the Charity Commission. You will find info about the kind of complaints the Commission can involve itself with here:

<https://www.gov.uk/government/publications/complaints-about-charities>.

If your complaint relates to fundraising, and you're not satisfied with the outcome of the investigation, you may also refer the complaint to the Fundraising Regulator within two months of the final response you receive from Global's Make Some Noise.

Further information is available on the Fundraising Regulator's website here:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

What else do I need to know?

We'll keep a record of all complaints for at least 24 months from the date on which they were made, unless you request otherwise. To help us improve, we'll also review complaints annually to identify any trends which may indicate a need for us to take further action.

The Board of Trustees may vary the procedure for a good reason. This may be necessary to avoid a conflict of interest.