

Topsy Foundation UK: complaints procedure and fundraising ethos

Topsy's fundraising work is part of a programme, aiming to engage people and build relationships, that will help sustain the work and impact of organisations in South Africa that share our interests, particularly our independent namesake, the Topsy Foundation NPC.

We aim to practise:

- **Fairness.** This means treating all members of the public fairly and respectfully, including respecting the wishes and preferences of our supporters
- **Inclusivity** — we are open to everyone and value diversity. We believe everyone has a contribution that helps the work we support, regardless of visible and invisible differences.
- **Accountability** — it is up to us and our fundraisers to take responsibility and ensure that all fundraising is happening to a high standard. We use a small part of donation income to attract future revenue.

Making a complaint

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

Email: info@topsyfoundation.org.uk or

Write: The Company Secretary
Topsy Foundation UK
c/o William Sturges
14-16 Caxton Street,
London SW1H 0QY

We will acknowledge your complaint within 5 working days.

We are a small charity run by volunteers and with no paid staff. We hope that you will understand that it may take some time to respond; although we do aim to resolve complaints no later than 14 working days after receipt.

If you remain dissatisfied your complaint will be referred to our Chairman who will endeavour to resolve the issue with you, if possible within 5 working days of the referral. The Topsy Foundation is covered by the Fundraising Regulator (FR), so if you feel that we have not satisfactorily solved your complaint, you can contact the FR:

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