



## **Apostleship of the Sea (AoS)** **Fundraising Complaints Procedure**

### **HOW TO RAISE YOUR CONCERNS**

#### **1. Where your concerns relate to fundraising you should initially contact Apostleship of the Sea:**

- through our Director of Development
- if you are not satisfied with the initial response contact the National Director in writing. If, once this procedure has been exhausted, you are still dissatisfied with the conduct of the investigation by the AoS, an appeal may be made to the Board of Trustees who will appoint a Trustee to review the causes for your dissatisfaction.

We will endeavour to resolve your concern as promptly and amicably as possible

We will acknowledge your query within 14 days, investigate within 30 days and advise you promptly of the outcome.

#### **2. If these options do not meet your concerns contact the Fundraising Standards Board (FRSB) within 2 months. The FRSB will investigate your complaint and report their findings to you within 30 days.**

If you are still dissatisfied, you can ask the Board of Directors of the FRSB to look again at your complaint. Their decision will be made within 30 days and their decision is final. AoS agrees to abide by decisions made by FRSB Directors.

#### **3. Where your concerns relate to Public Collections, contact:**

- the Local Authority Licensing Office
- the Police

#### **4. Where your concern relates to:**

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene AoS's trust deed or charity law
- actions that threaten to bring AoS into disrepute

You should contact the Charity Commission, the Charity regulator for England and Wales.



## **CONTACT DETAILS**

### **Apostleship of the Sea**

c/o Mr John Green  
Apostleship of the Sea,  
Herald House,  
Lamb's Passage,  
Bunhill Row, London,  
EC1Y 8LE  
Telephone: (0207) 012 8607  
Email: [johngreen@apostleshipofthesea.org.uk](mailto:johngreen@apostleshipofthesea.org.uk)

### **Fundraising Standards Board (FRSB)**

Hampton House  
20 Albert Embankment  
London  
SE1 7TJ  
Telephone: 0845 4025441  
Email: [info@frsb.org.uk](mailto:info@frsb.org.uk)  
[www.frsb.org.uk](http://www.frsb.org.uk)

### **Charity Commission Direct**

PO Box 1227  
Liverpool  
L69 3UG  
Telephone: 0845 3000219  
[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)