



# Fundraising Complaints Procedure

Pegasus is a registered charity and we aim to ensure that all of our interactions with current and potential donors are of the highest quality. We are registered with the [Fundraising Regulator](#) and have signed up to the [Fundraising Promise](#) and the [Code of Fundraising Practice](#).



Despite our commitment to the highest standards of fundraising practice, we recognise that there may be occasions when we get something wrong and you wish to register a complaint. We promise to take all complaints seriously and deal with them in an appropriate and timely manner. Your feedback helps us to improve our processes and communications.

## Complaints Procedure

### Register your complaint

- Email [DevelopmentDirector@pegasustheatre.org.uk](mailto:DevelopmentDirector@pegasustheatre.org.uk)
- Call Jo Osborne, Development Director on 01865 812173
- Write to Jo Osborne, Development Director, Pegasus, Magdalen Road, Oxford, OX4 2EE

Please remember to give us your name and contact details. We aim to acknowledge all complaints within 3 working days and provide a full response within 7 working days. If a response within 7 days is not possible, we will contact you to explain why and to provide you with an indication of when a full response can be expected.

### If you are not satisfied

If we have not resolved the complaint to your satisfaction, please contact Polly Cole, Executive Director on 01865 812175, [ExecutiveDirector@pegasustheatre.org.uk](mailto:ExecutiveDirector@pegasustheatre.org.uk) or at the above address, explaining why you feel that your complaint has not been properly handled and/or resolved. You will be sent a response within 10 working days.

If you are still dissatisfied and would like to take the matter further, you may wish to contact the [Fundraising Regulator](#).

## The Fundraising Regulator

The Fundraising Regulator is an independent, non-statutory body that regulates fundraising across the charitable sector in England, Wales and Northern Ireland. They stand up for best practice in fundraising, in order to protect donors and support the vital work of fundraisers. They work in partnership with other regulators and the representative bodies in the charitable and fundraising sectors to build public confidence and ensure consistent fundraising standards across the UK.

**Pegasus**



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