

# Complaints Procedure

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## **How to complain**

*We aim to make it right if things go wrong*

### **Our Promise:**

The Yorkshire Air Ambulance treats all fundraising complaints very seriously and will deal with them in accordance with the Fundraising Regulator's guidelines.

### **How to tell us about a problem:**

If you have a complaint we would like to talk to you about it as soon as possible. When you contact us please include as much information as possible and any actions you wish us to take to resolve your complaint.

*You can contact us in writing, via email or by telephone:-*

Yorkshire Air Ambulance  
Cayley House  
10 South Lane  
Elland  
HX5 0HQ

Tel: 01422 237 900

Email: [info@yaa.org.uk](mailto:info@yaa.org.uk)

The Charity Office is open 5 days a week, Mon- Fri from 9am to 5pm

We promise to give your complaint our full attention and commit to resolving the issue for you no matter how you choose to tell us about it, whether it's by phone, online or in writing.

### **How we will handle your complaint:**

In line with the Fundraising Regulator guidelines we will provide an initial acknowledgement within 3 working days. We will try to contact you to talk about your complaint so please tell us the best time to contact you on a phone number that suits you best. We will do all we can to resolve your complaint at this time and the majority of complaints are resolved there and then.

If we don't manage to resolve the complaint at this time, we will further investigate all the details of the circumstances of your complaint and will issue a final response in writing within 28 working days, but we will aim to get your complaint resolved well before this deadline.

### **If together we can't find a solution...**

The Charity is registered with the Fundraising Regulator, which offers an independent review service. So if you are still not happy after we have tried to put things right you can ask them to look at your case for free. You can phone them on 0300 999 3407, complete their online form at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) or write to them at 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH.

Please bear in mind that the Fundraising Regulator will only help if you have already referred the complaint to us and are still not happy after we have tried to resolve it.