

FUNDRAISING COMPLAINTS POLICY

The Royal Academy of Music is committed to treating its donors with care and consideration. However, if you have a complaint regarding fundraising activities, please contact us by:

- **Email:** philanthropy@ram.ac.uk
- **Post:** Philanthropy, Royal Academy of Music, Marylebone Road, London, NW1 5HT
- **Telephone:** 020 7873 7423

We will acknowledge receipt of your complaint within five working days and provide a response to your complaint within ten working days of receiving it. While we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will notify you as quickly as possible.

If you believe at that point that your complaint has not been adequately addressed, you may escalate your concerns to Lucie Kennedy, Director of Philanthropy, who will consider the matter in more detail.

If we are still unable to resolve your complaint to your satisfaction, you can contact the Fundraising Regulator, as follows:

- **Website:** www.fundraisingregulator.org.uk
- **Email:** complaints@fundraisingregulator.org.uk
- **Post:** Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW
- **Telephone:** 0300 999 3407

The Royal Academy of Music is registered with the Fundraising Regulator and makes every effort to comply with its standards and guidance.