



Complaints Policy

Animal Free Research UK is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

You can provide your feedback by phone on **01462 436819**, email us at **info@animalfreeresearchuk.org** or, alternatively, you can write to the following address:

Animal Free Research UK
Portmill House
Portmill Lane
Hitchin
Hertfordshire SG5 1DJ
United Kingdom

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst 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 of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to Danielle Goodwin at **d.goodwin@animalfreeresearchuk.org** who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Regulator to consider it by:

- submitting your complaint through their website
- calling them on **0300 999 3407**

Fundraising Regulator will investigate your complaint and inform you of their decision.