

THE OLD VIC

Fundraising Feedback Policy

We want you to be completely happy with the support you give us. We take all feedback about our fundraising seriously and promise to deal with any complaints fully and in a timely manner. We are committed to the [Code of Fundraising Practice](#).

If you have any feedback about the support you have given us or how we fundraise, please follow the procedure below.

Stage 1

Contact us on feedback@oldvictheatre.com, call us on 02079282651 or write to us at Development, The Old Vic, The Cut, London SE1 8NB.

If your comments concern a complaint, we will acknowledge this within seven working days.

Your complaint will be fully investigated by a member of our Development team. The outcome of our investigation will be provided within 14 working days starting from the date when the complaint was received. If it is not possible to give a full response within the timescale, we will contact you to provide an explanation and indication of when a full response can be expected (which will be within a further 10 working days unless there are exceptional circumstances).

Any personal information you provide as part of your complaint will be processed in accordance with [our privacy policy](#).

Stage 2

If you are not satisfied with the outcome of our investigation into your complaint, please let us know using the contact details above. Your complaint will then be looked at by a member of our Senior Management Group. We will write to you within five working days to give you an expected timescale for the review, which will usually be within 25 working days, unless there are exceptional circumstances. Once the member of the Senior Management Group has completed their review, they will write to you clearly setting out the outcome and the rationale for the decision.

Stage 3

If our further response has still not addressed your concerns, you can pass your complaint to the [Fundraising Regulator](#). We will abide by decisions made by the Fundraising Regulator.