



Tenterden Folk Day Trust and Tenterden Folk Festival

Tenterden Folk Festival is a member of the Fundraising Standards Board.

give with confidence

Fundraising Standards Board is a not for profit company registered in England and Wales.

Community Interest Company No.584626

Registered Office:

61 London Fruit Exchange, Brushfield Street, London, E1 6EP

T: 0845 402 5442 F: 0845 402 5443

W: www.frsb.org.uk



If you have a complaint about our fundraising methods or materials:

In the first instance please contact:

Alan Castle, Trustee, Tenterden Folk Festival, 15 Repton Manor Road, Ashford, Kent TN23 3HA

E: info@tenterdenfolkfestival.org.uk

You should provide short, clear and precise details of your complaint in writing or by email together with your contact details.

When dealing with your complaint we will aim to:

Handle complaints with honesty, friendliness and fairness

Gather the relevant information and facts about your complaint

Summarise the situation to confirm that we have understood your complaint and the reasons for it

Acknowledge your complaint in writing within 14 days of receiving it

Fully investigate your complaint and notify you of the outcome of the investigation within 30 days of receiving it

If you are not satisfied with the outcome of our investigation you can, within two months, refer it to the FRSB for review

The Fundraising Standards Board:

The FRSB will deal with all complaints that are concerned with a breach of the Institute of Fundraising's Codes of Fundraising Practice or a breach of the Fundraising Promise provided that the complainant has first directed the complaint to the charity concerned but is not satisfied with the answer received.

www.frsb.org.uk