Croydon Youth Theatre Organisation (CYTO)

Fundraising and Donations Complaints Procedure

In line with the Fundraising Regulator's Code of Fundraising Practice

1. Our Commitment

At Croydon Youth Theatre Organisation (CYTO), we are committed to conducting all fundraising activities in a legal, open, honest, and respectful manner. We follow the Fundraising Regulator's Code of Fundraising Practice and take all feedback — including complaints — seriously.

We recognise that supporters, donors, and members of the public have the right to raise concerns about our fundraising activities. We treat every complaint as an opportunity to reflect, learn, and improve.

2. How to Make a Complaint

If you are unhappy with any aspect of our fundraising or how a donation request was made, please contact us as soon as possible. You can complain via:

- **Email:** andrewmcpherson@cyto.org.uk
- **Phone:** 020 8655 1098
- **Post:** CYTO, The Shoestring Theatre, Oakley Rd, South Norwood, SE25 4XG
- **In person:** Speak to a staff member or trustee, who will ensure your complaint is properly recorded.

Please include:

- Your name and contact information
- A description of the issue
- Relevant dates and names, if known
- Any supporting evidence (e.g. emails, letters, receipts)

3. What Happens Next?

a. Acknowledgement

We will acknowledge your complaint within **5 working days** of receiving it.

b. Investigation

A relevant staff member or trustee will investigate the issue thoroughly and objectively. We aim to respond fully within **15 working days**. If more time is required, we will inform you and provide regular updates.

c. Response

You will receive a clear written response explaining:

- Our findings
- Any actions we are taking
- How to escalate the issue if you remain dissatisfied

4. Protection from Victimisation and Harassment

CYTO is committed to creating an environment where individuals feel safe to raise concerns. If you make a complaint, you will be treated with respect and will not be victimised, harassed, or disadvantaged in any way as a result.

We will take steps to ensure your confidentiality is protected wherever possible, and any concerns about retaliation or inappropriate behaviour linked to a complaint will be taken seriously and dealt with under our safeguarding or disciplinary procedures if necessary.

5. If You Are Not Satisfied

If you are unhappy with the outcome of your complaint or CYTO's capacity to manage the complaint you can refer it to the Fundraising Regulator, the independent body that oversees charitable fundraising in the UK. You must contact them within two months of our final response.

Contact the Fundraising Regulator:

- **Website:** www.fundraisingregulator.org.uk
- **Email:** complaints@fundraisingregulator.org.uk
- **Phone:** 0300 999 3407

6. Learning and Accountability

All complaints are logged and reviewed by CYTO's management team and Board of Trustees. We regularly analyse complaint trends to improve our fundraising practices. Where appropriate, complaints may be used (anonymously) in staff or volunteer training to promote best practice.

Last reviewed: Nov 2026
Next review due: Nov 2027

Signature:



Roger Weeks
Co-chair of the Board of Trustees and Interim Trustee Treasurer.