

Camden Art Centre
Arkwright Road
London NW3

Fundraising Complaints Procedure

As a registered charity (no. 1065829) abiding by the UK's [Fundraising Regulator](#) Code of Fundraising Practice, Camden Art Centre is focused on ensuring a transparent and ethical approach to our fundraising.

Camden Art Centre commits to:

- listening and remaining responsive to individuals who raise issues,
- being fair and solution-focused,
- ensuring that staff who are mentioned receive support,
- protecting those raising concerns from harassment,
- respecting confidentiality, and
- using complaints as an opportunity for learning and improvement.

If you have a complaint or issue, please do let us know, as we welcome feedback about the way we work. We will aim to resolve it as quickly and efficiently as possible in a fair and confidential manner.

How to contact Camden Art Centre

Please send your complaint to us in one of the following ways:

Phone: 020 7472 5500
Email: info@camdenartcentre.org
Post: Camden Art Centre, Arkwright Road, NW3 6DG, London

Your complaint will be reviewed upon receipt. We aim to respond within seven working days of receipt. If the matter requires further investigation, we will provide you with an update within 15 working days of receipt.

How to contact Fundraising Regulator

If you remain dissatisfied with the outcome, you are entitled to raise the matter with the Fundraising Regulator.

The Fundraising Regulator oversees UK charity compliance with the Code of Fundraising Practice. They can adjudicate on complaints relating to fundraising activities wherein the complainant and charity cannot reach resolution.

Please note: complaints are required to be assessed by the charity before raising with the Fundraising Regulator.

Phone: 0300 999 3407
Post: 2nd Floor, CAN Mezzanine, 49-51 East Road, N1 6AH, London