



Complaints Policy

If you have wish to make a complaint relating to Cure Parkinson's or its activities, please see below.

What to do if you have a complaint

Of course, you can at any stage contact The Charity Commission, The Office of the Scottish Charity Regulator, the Fundraising Regulator, the Advertising Standards Authority or even the police if you have a complaint at any time (see information below).

However, if you do have a complaint, as a first step please let us know so that we have an opportunity to deal with and resolve the complaint. Please set out your complaint in writing, and send to the charity at will@cureparkinsons.org.uk or our London address (Cure Parkinson's, 120 New Cavendish Street, London W1W 6XX) marked "COMPLAINT" and for the attention of our Chief Executive Officer. If you prefer, please call our London office on 0207 487 3892 and ask for our Chief Executive Officer. We will:

- respond to you within 3 working days to acknowledge your complaint;
- listen to what you have to say to ensure we understand your concerns fully; and
- ensure that a suitably senior supervisory member of our staff investigates your complaint and provides our response in 10 working days.

If it is not possible to provide this in 10 working days, we will explain why and tell you when you can expect a full response.

If you're not happy with the outcome of our investigation, then please contact us within 10 days to ask for your complaint to be reviewed by our CEO directly or (if you prefer) by one of our trustees. Your complaint will then be referred to our CEO or a trustee who will carry out a full review of the complaint and its handling to date, and let you know the outcome within 10 working days.

If you are still unhappy with our decision, you can at any time contact The Charity Commission for England and Wales, The Office of the Scottish Charity Regulator, the Fundraising Regulator, the Advertising Standards Authority or the police as set out below.

Contact details of other institutions and regulators

You can find out more information at gov.uk on raising a complaint about a charity to The Charity Commission for England and Wales, The Office of the Scottish Charity Regulator, the Fundraising Regulator, the Advertising Standards Authority, the police and other relevant organisations. This website provides advice and contact details.

More detail on our Fundraising Activity

The charity is a member of the Fundraising Regulator, the independent regulator of charitable fundraising in England, Wales, and Northern Ireland. As a member, we commit to:

- adhere to high standards when fundraising
- be clear, honest and open
- be respectful
- be fair and reasonable
- be accountable and responsible

You can read the full fundraising promise on the Fundraising Regulator's website at fundraisingregulator.org.uk

If you are not satisfied with the outcome of our complaint process set out above, you can take your complaint directly to the Fundraising Regulator using their web form or contact them directly at the address below:

Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH. Telephone: 0300 999 3407.

Our contact details

Tel: +44 (0) 207 487 3892

Email: info@cureparkinsons.org.uk

Address: Cure Parkinson's, 120 New Cavendish Street, London, W1W 6XX

Cure Parkinson's is the operating name of The Cure Parkinson's Trust. The Cure Parkinson's Trust is a registered charity in England and Wales (1111816) and Scotland (SCO44368) and is a company limited by guarantee – company number 5539974 (England and Wales).