



## **Our Feedback Policy**

Movember Foundation is committed to providing a high quality service to all those engaging with us. You are important to us and we want to continue to improve our service by listening to and responding to you, whether you are one of our MoBros or Mo Sistas, a person living with and beyond cancer, a donor, a beneficiary, a partner or any other person who uses our services.

We welcome any comments or suggestions you may have. These can be communicated to us by sending an email to [info.uk@movember.com](mailto:info.uk@movember.com) or by writing to Ruth Potts at the following address:

Movember Foundation  
50A Rosebery Avenue  
London EC1R 4RP

We aim to acknowledge and provide an initial response to all feedback within five working days of receipt. We expect most complaints to be resolved within that time. However, if you have made a complaint that requires further investigation, we will inform you of this and aim to provide a full response within 30 days. If we require more than 30 days due to exceptional circumstances (for example, a key member of staff being on sick leave), then we will advise you in writing of this, including the expected timeframe for a response.

We hope that we will be able to work with you to resolve any issues that you have raised. However, if your complaint relates to fundraising activities and we are unable to resolve it to your satisfaction, then you may refer it to the Fundraising Standards Board (FRSB):

by downloading a complaints form from the FRSB website ([www.frsb.org.uk](http://www.frsb.org.uk)), or  
by writing to the FRSB at 65 Brushfield Street, London E1 6AA, or  
by telephone on 0333 321 8803

The Movember Foundation is a member of the FRSB and agrees to abide by its decisions. The FRSB may only consider complaints received within three months of the original incident, so you are advised to refer your complaint in good time.

The FRSB will investigate your complaint within 30 days of receipt. If you are still dissatisfied, you can ask the FRSB's directors to review your complaint. Their decision will be made within 60 days and is final.