

## Canterbury Oast Trust

### Fundraising complaints procedure

As a charity registered with the Fundraising Regulator we are committed to best practice and we take all complaints seriously. Canterbury Oast Trust wouldn't be able to provide the service we do, in the way we do, if it wasn't for our wonderful supporters - so it is important to us that we get it right. We try hard to ensure that we do not give our supporter cause for complaint but if you feel we do please see our complaints procedure.

