Complaints Policy

Cruelty Free INTERNATIONAL

Cruelty Free International and Cruelty Free International Trust

Please let us know how we are doing. Cruelty Free International makes every effort to provide a high standard of service and we value feedback that will help us to maintain and improve our approach.

All complaints are taken seriously and will be used as a learning experience to improve services.

Complaints will be dealt with by appropriate staff within five working days.

Please be respectful of our staff and volunteers. We will not respond to feedback that is abusive or offensive.

This policy covers complaints from supporters and members of the public to both Cruelty Free International Trust (which is a charity) and Cruelty Free International (which is not).

This policy does not cover complaints from staff and volunteers, which is governed by our internal policies and procedures, nor does it cover products or services provided by third parties.

How to make a complaint

To help us deal effectively and quickly with your complaint, please provide us with clear details.

It is important that you specify which aspect of our service you wish to make the complaint about. This helps us to distinguish whether your complaint is about Cruelty Free International (which carries out lobbying, investigations, media activity and promoting cruelty-free products), or Cruelty Free International Trust (its sister charity which carries out research, education and work on legal compliance issues).

Your personal information, submitted while making a complaint will be processed in accordance with our Privacy Policy, which you will find in the Resource Centre.

Contact details

If you wish to make a complaint, please contact us:

Telephone: +44 (0) 207 700 4888

Post: Cruelty Free International, 16a Crane Grove, London, N7 8NN, United Kingdom

Email: info@crueltyfreeinternational.org

If you are not satisfied with our response or the way we have dealt with your complaint

If your complaint relates to our fundraising practices, you can contact the Fundraising Regulator, which must usually be within two months of receiving our final response, or if you have not received a response from us within four weeks: www.fundraisingregulator.org.uk/complaints/make-complaint

If your complaint relates to the work of the Cruelty Free International Trust, you can contact the Charity Commission.

Please note that the Charity Commission has no jurisdiction over Cruelty Free International, which is not a charity.

If your complaint relates to the way we have handled your data, you can contact the Information Commissioner's Office (ICO)

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16a Crane Grove
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