



TRINITY COLLEGE
UNIVERSITY of OXFORD

Fundraising Principles

The college relies on donations to meet its charitable objectives and wishes to maintain a strong relationship with donors and potential donors.

We feel it is important to maintain a balance between asking too often and not asking often enough and for that reason, make a direct appeal to Old Members and Friends once in each financial year (August to July). These direct appeals may be made through the telethon, a mailing or a meeting. In addition, throughout the year we provide other opportunities for people to make a gift if they wish, for instance when booking an event or following a link in an eNewsletter.

We are grateful to all those who make a donation, whatever the amount, and aim to treat everyone in a fair and courteous manner. If at any time we fail to meet our own high standards, please let us know. We would like to hear about the problem, respond swiftly and take appropriate steps to ensure that it does not happen again. We take such complaints very seriously.

If you have a complaint, please write to Sue Broers, the Director of Development, Trinity College, Oxford, OX1 3BH. Alternatively, you can call on 01865 279889 or email development@trinity.ox.ac.uk. If Sue is not available, please leave a message including your name, address, email and phone number and she, or one of her colleagues in the Alumni & Development Office, will get back to you. You can contact us in whichever way is most convenient to you and we will respond using the same method, unless you instruct us to do otherwise.

We aim to acknowledge your complaint within two working days and if a fuller response is needed, expect to reply in ten working days. If you feel that the Director of Development has been unable to resolve the problem to your satisfaction, your complaint will be passed to the President.