Complaints policy

This page sets out how you can contact us if you wish to complain about the charitable activities of the Raspberry Pi Foundation.

Please note this page does not deal with issues relating to Raspberry Pi computers or associated technologies. If you have any questions or complaints relating to Raspberry Pi hardware or software, please contact our commercial subsidiary, Raspberry Pi Limited, here.

We are always interested in listening to feedback about how to make our activities and resources more effective and impactful. If you have any general feedback, please contact us here; we would love to hear from you.

If you have a complaint about the activities of the Raspberry Pi Foundation, you can submit it to us. We aim to:
- Treat complaints with respect
- Take all complaints seriously
- Deal with and resolve complaints promptly
- Treat complaints in confidence where possible

How to raise a complaint

If you have a complaint about the Raspberry Pi Foundation, we suggest that you first contact the member of staff you have been dealing with. We recognise this is not always desirable or possible. In such cases, please use the 'Contact us' page or write to us at Complaints Handling, Raspberry Pi Foundation, 37 Hills Road, Cambridge, CB2 1NT, UK.

Please include as much relevant information and detail in your complaint as possible, including:
- The reason for your complaint
- The location of the subject of your complaint
- When the subject of your complaint occurred
- The names of the relevant parties involved (if known)
- The outcome that you are hoping for
- Your contact details so we can communicate our actions in response to the complaint

Our complaints handling procedure

Upon receipt of your complaint:
- We will investigate the complaint
- We will take action to resolve a problem if it exists
- If necessary, we will take steps to avoid a repeat occurrence

We are committed to treating complaints seriously, sensitively, and with discretion and understanding.

We aim to acknowledge your complaint within five working days and to let you know how long we think it will take to resolve.

If you are dissatisfied with the outcome of a complaint

The Raspberry Pi Foundation is a UK registered charity. You may also direct complaints to the Charity Commission via their website at www.gov.uk/complain-about-charity; by phone on +44 (0) 300 066 9197; or by post to Charity Commission, PO Box 211, Bootle, L20 7YX, UK.

If you are dissatisfied with the outcome of a complaint relating to fundraising

If your complaint is about fundraising, and we do not resolve your complaint to your satisfaction, you can contact the Fundraising Regulator via their website at www.fundraisingregulator.org.uk; by email to complaints@fundraisingregulator.org.uk; or by post to Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW, UK; or by phone on +44 (0) 300 999 3407.

Safeguarding concerns

The Raspberry Pi Foundation believes that a child, young person, or vulnerable adult should never experience abuse of any kind. Please view our safeguarding page for more information. To report a safeguarding concern, please use our safeguarding concern report form. If you have an urgent safeguarding concern, please call our 24-hour telephone support service:
- For the whole world: +44 (0) 203 6377 112
- For the UK only: +44 (0) 800 1337 112

If you feel that a criminal offence has been committed, you can also contact the police.

Complaints relating to data protection

For information about how we process personal information, please refer to our privacy policy. If your complaint relates to the processing of personal information or you wish to exercise any of your rights as a data subject, you can email dataprotection@raspberrypi.org.

Raspberry Pi Foundation, UK registered charity no. 1129409
www.raspberrypi.org
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