

Fundraising complaints procedure

1. Introduction

We always aim for the highest fundraising standards and to provide you with the best service possible. Unfortunately, sometimes things go wrong and when they do, we want to know. We welcome complaints about our fundraising and third parties acting on our behalf in the fundraising process. Telling us about your experience gives us the chance to put things right and make improvements.

2. Contact us

We want to sort things out for you as soon as we can. The easiest and quickest way is by talking to our dedicated Stakeholder Engagement Team 0131 243 1453

We can help you quicker on the phone but we recognise that this may not be your preferred choice, so you can also email us at stakeholderengagement@alzscot.org or write to us at: Alzheimer Scotland 160 Dundee Street Edinburgh EH11 1DQ

Email is not a secure communication medium so please avoid detailed personal information.

3. What we need from you

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- Your supporter number, if you have one. You can usually find this near the top of the letter if we have written to you recently
- A description of your complaint and how it's affected you
- When the issue happened
- A contact number (or other preferred method of contact) and a convenient time to contact you.

Why do we need this information?

This is to make sure the right person handles your complaint so they can investigate and fix the situation as soon as possible. Your contact details will help us reach you if we need to discuss your complaint, especially if we need more information. We will always try to call you back at an agreed time. Please note that calls from us will appear as our general Supporter Care line 0131 243 1453

4. What we'll do

We'll record your complaint and do everything we can to resolve it quickly:

- We'll get in touch with you to discuss your complaint.

- We will try to agree the resolution to the problem at that point.

For more complex issues, we may need more time to investigate your concerns. If this is the case:

- We'll send you an acknowledgement letter outlining the next steps and when you can expect to hear from us.
- We'll give you the name of the person handling your complaint and a contact number if you need to contact us.
- If necessary, we will contact you for more information using your preferred method of contact.
- If the investigation is likely to take longer than two weeks, we'll keep you updated of our progress throughout our investigation.

Our response

Once we've completed our investigation, we'll send you a Response Letter. This will outline the details of the investigation, how we reached our decision and what we propose to do to put things right. It will also provide information about what to do if you disagree with our response.

Appeal and escalation

We strive to do things the right way first time. However, if you don't agree with our response, you may appeal, and we will ask our Head of Stakeholder Engagement to take a look and make sure your complaint has been resolved fairly.

When we hear from you, we will send your request to the Head of Stakeholder Engagement who will ensure there is a review of your complaint by senior staff.

Once your independent review has been completed, we'll send you a Final Response Letter with our resolution.

If you disagree with the Final Response Letter you can escalate the complaint to the Scottish Fundraising Standards panel on Telephone: 0808 164 2520 

Website: <http://www.goodfundraising.scot/make-a-complaint/>

Email: complaints@goodfundraising.scot

If your complaint is about a lottery or raffle you can escalate the complaint to gambling commission in Section 8 below.

5. Timescales

We aim to resolve all complaints as quickly as possible but sometimes resolution may take a while, especially if we need to undertake an investigation.

If we can resolve your complaint over the phone then that's what we'll do.

If your complaint requires a Response Letter, we will send that as soon as we can. If it's likely to take a few days to investigate your complaint then we'll send an acknowledgement as soon as possible, usually within two business days.

In our experience, most investigations can be completed within 14 days, after which we will send you a Response Letter. If we can't meet this deadline we'll send you an update indicating when we are likely to resolve your complaint. Where we need more time, we will continue to send regular updates until your complaint has been resolved.

6. Putting things right

We will usually ask you for your agreement before we implement any remedial action. If we agree that action is required to put things right, we will take that action without delay or explain why we can't do that.

7. If you've already complained

If you need an update on a complaint you've already made please contact your complaint handler. Their name and contact details are included in the acknowledgement letter.

8. The regulator

If you disagree with our response to your complaint you can also refer your complaint to the Gambling Commission. [gamblingcommission.gov.uk](https://www.gamblingcommission.gov.uk)