



## Complaints Policy

The Scottish Burned Children's Club is committed to delivering a high standard of service to anyone who engages with our work.

### **Our Fundraising Guarantee to you**

Fundraising is the life blood of many Scottish charities and we need to raise funds from voluntary sources. We could not fulfil our charitable mission without the support of generous, thoughtful and committed donors. We value the support of donors and understand the need to balance our duties to beneficiaries, with our duties to donors.

That's why we make this commitment to you.

We will comply with the law as it applies to charities and fundraising and we commit that we will guarantee to adhere to best practice as outlined in the [Fundraising Code of Practice](#).

We will monitor fundraisers, volunteers and third parties working with us to raise funds, ensuring that they also comply with this Code of Practice.

We guarantee to operate in line with the values of the Code; to be Legal, Open, Honest and Respectful in all our fundraising. To promote and underpin these values, we commit to the following standards:

- We will be clear about who we are and what we do.
- We will give a clear explanation of how you can make a gift and change or stop a regular donation.
- If you do not want to give or wish to cease giving, we will respect your decision.
- We will respect your rights and privacy.
- We have a procedure for dealing with people in vulnerable circumstances and it will be published on our website or will otherwise be available on request.
- We will hold your data securely.
- We will communicate with you in accordance with your selected preferences.

If you feel we have not adhered to these standards or think we could do better please contact Complaints Officer on 07486 515999 and/or email [complaints@theburnsclub.org.uk](mailto:complaints@theburnsclub.org.uk) and we will deal with your complaint quickly and thoroughly.

We commit to ensuring our complaints process is clear and easily accessible and we will provide clear and evidence-based reasons for our decisions on complaints.

However, should you be dissatisfied with our response, you will be able to take this further by contacting the Scottish Fundraising Standards Panel: [www.goodfundraising.scot](http://www.goodfundraising.scot)

## **Complaints Handling Procedure for Charity Fundraising**

A complaint is an expression of dissatisfaction with the fundraising activities of the charity or someone fundraising on our behalf.

### **Stage 1: Complain to the charity**

An individual complains about fundraising undertaken by or on behalf of the charity.

On receipt of the complaint the Complaints Officer will try to resolve the problem there and then.

If they are unable to solve the problem straight away or the individual is not happy with the response, the Complaints Officer shall take the individuals contact details and notes of their complaint, OR provide the charity's contact details so that the individual can put their complaint in writing to the charity.

Scottish Burned Childrens Club  
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Information of the complaint and response will be conveyed to the Executive Committee

## Stage 2: complain to the charity trustees

If the individual is not happy with the resolution at stage one the complaint should be moved onto the next stage.

The charity will:

- Send an acknowledgment within 5 working days of receipt.
- Provide a full response within 20 working days of the acknowledgement being sent, or if this is not possible advise the individual when they are likely to get a response.
- Try to address all the points of complaint when responding. If the charity needs to take action to address the problem, the individual will be informed of the intentions, why and when it will happen.
- Advise the individual of the next stage in the process if they remain unhappy with the response: provide contact details for the Scottish Fundraising Standards Panel.

## Stage 3: complain to the Scottish Fundraising Standards Panel

The individual escalates their complaint to the Scottish Fundraising Standards Panel.

[Scottish Fundraising Standards Panel \(goodfundraising.scot\)](http://goodfundraising.scot)

The individual must have gone through stage 1 and 2 of the complaints handling procedure before contacting the Panel.

The Panel will acknowledge and provide an initial response to the feedback within **10 working days** of receiving it. Whilst the Panel expect to be able to resolve most complaints within that timeframe, if they need to conduct a more in-depth investigation, they will aim to provide the individual with a full response within **20 working days**. If they are unable to meet that deadline due to exceptional circumstances, they will of course let the individual know.