



## Fundraising Complaints Process

Waverley Care is dedicated to providing excellent service to all our supporters. We take any concerns and feedback seriously; on the rare occasions we receive a complaint, we have a policy in place to ensure we are committed to resolving any dissatisfaction speedily and effectively.

The following outlines our process for the handling of complaints:

### **Making a complaint**

We aim to resolve any fundraising complaints as soon as possible. You can register your complaint with us in the following ways:

- Email: [fundraising@waverleycare.org](mailto:fundraising@waverleycare.org)
- Post: Fundraising, Waverley Care, Milestone, 113 Oxfangs Road N, Edinburgh EH14 1EB

We will do our very best to ensure you are happy with the way your complaint is handled and resolved. However, if you are unhappy with the outcome of your complaint, you can appeal this within 20 business days. It will then be escalated to senior management and/or the chief executive officer to review your complaint and its resolution.

If you remain unsatisfied with the outcome of a complaint, you can raise a concern to OSCR, Scottish Charity Regulator <https://www.oscr.org.uk/about-charities/raise-a-concern/> or to the Fundraising Regulator <https://www.fundraisingregulator.org.uk/>.

### **Our Responsibilities**

- To provide an efficient, fair, and structured mechanism for handling complaints.
- To provide our supporters with access to the complaints handling process.
- To keep supporters informed as to the progress of their complaint and expected timeframe for resolution.
- A quarterly review of any complaints so that we can improve our standard of care

### **Handling Your Complaint**

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within five business days.
- Our aim is to resolve complaints within 20 business days.
- Complex complaints may take longer to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint in writing.

**We appreciate your support and welcome your feedback – and should you have any comments on our team’s services or the information given above, please let our fundraising team know.**