

## **Fundraising Complaints Procedure**

**MS Therapy Centre Lothian, 40C Swanfield, Edinburgh EH6 5RX  
0131 554 5384 / [www.mstc-lothian.org.uk](http://www.mstc-lothian.org.uk)**

The MS Therapy Centre Lothian adheres to the Institute of Fundraising's Codes of Practice, so we hope that nobody will ever feel the need to complain about the way in which we raise funds to help people with Multiple Sclerosis.

We do appreciate feedback, and if a complaint is received we will follow a clear procedure.

This is how it works:

### **Stage 1**

Complainants should contact the Business and Fundraising Manager with details of the complaint by email, post or telephone, using the contact details above or on our website. The Manager will acknowledge the complaint within ten working days and will tell them who will be investigating it. This will be the Manager and/or members of the Management Committee.

The complainant will be contacted within 21 working days of making the complaint with written details of the outcome of the investigation.

### **Stage 2**

If the complainant is not satisfied with this outcome, they are advised to write to the Chairperson of the MS Therapy Centre Lothian to request that it be investigated further. The same timelines will apply. Letters should be addressed to The Chairperson at the above address and marked Private and Confidential.

### **Stage 3**

If they are still dissatisfied, he/she has two months from the date of our response to refer the complaint to the Fundraising Standards Board (FRSB). Full details of how to do this can be found at [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)

The FRSB will only investigate a complaint after we have conducted an internal investigation.

The Board will contact us for information, and its staff will conduct their own investigation. We will cooperate with them fully. The FRSB will try to resolve the matter with all parties within 30 days. If the complainant is still not satisfied, he/she can seek adjudication by the FRSB Board, which will report its conclusion within 60 days.

### **Outcomes:**

The FRSB has the discretion to specify that no further action is appropriate, or to censure us and prescribe sanctions. These sanctions could include ordering us to apologise to the complainant or to improve our procedures or training. The FRSB could order us to stop using the fundraising method or conduct which was the subject of the complaint, and/or to withdraw, change or reprint any fundraising materials that were the subject of the complaint.

We accept the authority of the FRSB to make a final adjudication. If we were to persist with an unacceptable practice or fail to take remedial action prescribed by the FRSB, our membership of the self-regulation scheme would be withdrawn.