

## **Fundraising Complaints Procedure for CHSS Supporters**



### **Our Pledge to our Supporters:**

We always aim to provide the highest level of customer service to all of our supporters. As a member of the Fundraising Standards Board (FRSB), we aim to promote the Fundraising Promise wherever practical:

- We are committed to high standards
- We are honest and open
- We are clear
- We are respectful
- We are fair and reasonable
- We are accountable

However, if you are not satisfied with the level of service provided, we have a complaints procedure and welcome all feedback. You may, however, also want to give positive comments on the service you have received. These are just as important, as they tell us what we are doing right.

### **CHSS aims to:**

- Treat all complaints seriously
- Resolve complaints promptly and deal with them effectively
- Learn from complaints and take action to improve our service

### **Our definition of a Complaint:**

A complaint is an expression of dissatisfaction by a supporter about a particular solicitation, transaction or action carried out by CHSS or its agents. General enquiries or comments regarding CHSS are not defined as complaints.

### **What to do if you have a Complaint:**

You can make a complaint about CHSS by telephone, in writing, by e-mail or in person. If you know the name or title of the member of staff or the department your complaint relates to, you should make your complaint direct to them.

CHSS will endeavour to deal with all complaints within five working days of receipt. If the complaint is complex or can not be dealt with in this

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timescale, this will be acknowledged and the complainant advised of progress at regular intervals.

If you are not happy with the initial response you receive, you should contact us again, addressing your comments to our Complaints Co-ordinator. Alternatively, if you do not know the name of the member of staff or the department your complaint relates to, please contact the Complaints Co-ordinator in the first instance.

Following our second response, if you are still not satisfied, you can ask for your complaint to be referred to the Director of Fundraising. In the event that you are still not satisfied your complaint may be referred to the Chief Executive.

If you remain unhappy with CHSS's response, you may contact the Fundraising Standards Board (FRSB), of which CHSS is a member. They will investigate your complaint and/or the way in which it has been handled.

### **Contacting CHSS:**

Should you wish to make a complaint you can contact us by telephone, in writing, by e-mail or in person:

Fundraising Department  
Chest Heart & Stroke Scotland  
Rosebery House  
Haymarket Terrace  
Edinburgh  
EH12 5EZ

Tel: 0131 225 4800  
(Monday to Friday 0900-1630, excluding Bank Holidays)

e-mail: [fundraising@chss.org.uk](mailto:fundraising@chss.org.uk)

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