



## **Complaints relating to our services or our fundraising**

Cancer Support Scotland is committed to a high quality, accessible service to our donors and others who seek our support. As part of this commitment we have a complaints procedure to allow those using our services to make suggestions for improvement.

We are keen to hear from anyone who believes we have fallen short of the standards we set ourselves. You can provide feedback in different ways

- Call 0141 337 8199 or visit our centre in person and ask to speak to a member of staff
- Email – [info@cancersupportscotland.org](mailto:info@cancersupportscotland.org)
- Write to Cancer Support Scotland, 75 Shelley Road, Gartnavel Campus, Glasgow G12 0ZE

Stage 1: We will acknowledge and provide a response within 10 working days of receiving it. We expect to be able to resolve most complaints within that timeframe, but if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will let you know why and when you can expect a response.

Stage 2: If you are not happy with the decision you receive you will be given the opportunity to raise the issue with the Chair of Trustees, who will investigate and respond, normally within 20 days.

Stage 3: If you are not happy with the decision you receive you have the right to refer your complaint to the Scottish Fundraising Standards Panel at [www.goodfundraising.scot](http://www.goodfundraising.scot)