

## **Poppyscotland Supporter Complaints and Comments Policy**

Poppyscotland believes in striving to be the best in everything we do. Should you be unhappy with any part of our work or have positive feedback you'd like to pass on to us, we want to hear about it and do whatever we can to improve.

### **Who can make a complaint or comment?**

Any supporter can make a complaint or comment about Poppyscotland's Fundraising work. Making a complaint is speaking up about something you do not like or you are not happy with and making a comment is telling us about something you think we have done well. By listening to your feedback we can improve and develop our fundraising practice.

### **Can I act on someone else's behalf?**

Yes – if someone has asked you to represent them.

### **How to make a complaint or comment**

If you are unhappy about anything to do with Poppyscotland's Fundraising work or have positive feedback, please contact us on 0131 550 1567 to discuss it with us. If you are unhappy with the outcome of this discussion you should send your feedback in writing to the Supporter Care Officer at the address below.

If you need help to contact us, please ask somebody you trust to help you. Please also let us know how you would like us to communicate with you, for example by phone, letter, text or email.

Your feedback should be sent to:  
Supporter Care Officer  
Poppyscotland  
New Haig House  
Logie Green Road  
EH7 4HQ  
Or email to [supportercare@poppyscotland.org.uk](mailto:supportercare@poppyscotland.org.uk)

### **What happens next?**

Once we receive your feedback, we will let you know how we are going to proceed within 14 days if you have asked for a response from us. We may contact you to discuss your comments in more detail if necessary.

If you have contacted us with a complaint and we sort out your complaint quickly in a way that you are happy with, we will send you a written record of the complaint within 30 days of your initial contact.



If we need to carry out a fuller investigation into your complaint, we will discuss with you the length of time this is likely to take. This will depend on what the complaint is, how complex it is and the number of people who will need to be contacted.

Should it take longer than the time agreed, we will tell you of the new timescale and the reasons for the delay. Once the investigation is finished, we will advise you of the outcome.

### **What if I am unhappy with the outcome?**

We will do our very best to ensure that you are happy with the way that your complaint was handled.

If you are dissatisfied, you may appeal within thirty working days. An appropriate person will then hear your appeal and look at how your complaint has been dealt with and the outcome.

You will then be informed of their decision by your chosen method of communication.

### **Your rights**

You can have someone you trust help you or represent you with your complaint. You can also involve any other relevant statutory body. Please go to [www.poppyscotland.org.uk/supportercare](http://www.poppyscotland.org.uk/supportercare) for further information.

If you are not happy with how we have dealt with your complaint, you may contact the Fundraising Standards Board for Scotland and Northern Ireland.

Fundraising Standards Board Scotland and Northern Ireland  
1st Floor  
Thistle House  
91 Haymarket Terrace  
Edinburgh  
EH12 5HE

Tel: 0845 688 9894

Email: [infoscotland@frsb.org.uk](mailto:infoscotland@frsb.org.uk)

### **Confidentiality**

At all stages of the process, your personal details will be kept completely confidential. The particulars of your complaint will only be shared with the parties involved in investigating your complaint. This may include; the Complaints Officer, a Complaints Investigator, senior members of Poppyscotland staff and any external supplier directly relating to your complaint. We will always ask you before we share your details with anyone else.