

## **Scottish Mountain Rescue**

### **Fundraising Complaints Procedure**

If you have a complaint regarding our fundraising activities or approach, please contact us and we will try to resolve this right away.

You can contact us by:

- phone 01479 861370
- email [elsie@scottishmountainrescue.org](mailto:elsie@scottishmountainrescue.org)
- write to us at Scottish Mountain Rescue, Glenmore Lodge, Glenmore, Aviemore, PH22 1QZ

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 Chairperson who will investigate and respond, normally within 20 working 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.