

Pushing Up the Daisies Complaints Policy

At Pushing Up the Daisies we take complaints very seriously. **If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.**

Our Complaints Policy has the following goals:

- to deal with complaints fairly, efficiently and effectively.
- to ensure that all complaints are handled in a consistent manner throughout.
- to increase supporter satisfaction.
- to use complaints constructively in the planning and improvement of all services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes. It can also be an expression of dissatisfaction with any aspect of Pushing Up the Daisies which is under the control of the Charity or it's volunteers.

How to complain

Pushing Up the Daisies would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Pushing Up the Daisies on 0300 102 4444 and, if you feel able, speak to the person who is working with you or ask to speak to one of the trustees, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If we offer a solution at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Pushing Up the Daisies
1 College of Roseisle,
Elgin
IV30 5YF

Email: admin@pushingupthedaisies.org.uk

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We will acknowledge your complaint within five working days of receipt. We will contact you to make sure that we have understood your complaint properly. The person investigating the complaint may interview you for further clarity.

We endeavour to respond full and conclusively to all complaints within ten working days. If an in-depth investigation is required, we aim to provide a response within twenty working days. Whenever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

Can you take your complaint elsewhere?

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the Scottish Fundraising Adjudicator Panel at the following address:

Scottish Fundraising Adjudication Panel, c/o The Scottish Charity Regulator (OSCR),
2nd Floor, Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY
Email: info@goodfundraising.scot Telephone: 0808 164 2520

Or if your complaint is related to another area of our work and you do not feel satisfied you can contact the **Scottish Charity Regulator (OSCR)** at <https://www.oscr.org.uk/concern-form>

Agreed 4 October 2024



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