



Policy: Complaint

Making a Complaint

Male Health Scotland is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide feedback to us by phone on [0333 5771005](tel:03335771005), email info@malehealthscotland.org.uk or, alternatively, you can write to the following address:

MALE HEALTH SCOTLAND
CLYDE OFFICES 2ND FLOOR
48 WEST GEORGE STREET
GLASGOW
G2 1BP

<http://www.malehealth.scot/complaints/>

We Will Comply With

The Code of Fundraising Practice <https://www.fundraisingregulator.org.uk/code>

Scottish Fundraising Standards Panel <https://www.goodfundraising.scot/>

and the Scottish Charity Regulator <https://www.oscr.org.uk/>

How We Will Handle a Complaint

We will acknowledge and provide an initial response to your feedback within **7 working days** of receiving it.

Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **14 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

WE WILL

1. Log the complaint.
2. Investigate the complaint.
3. Decide on action.
4. Contact you as to the action we have taken, and lessons learned.

Should we not resolve the matter to your satisfaction you could then contact the Scottish Fundraising Standards Panel, if it was during a fundraising event, or **The Scottish Charity Regulator (OSCR)** if outside of fundraising.

Note, complaints must be made to us before regulators are involved where they are operational in nature.

We are complaint with the Information Commissioner's Office (ICO)

Data Complaints can be made to us or the ICO directly. Where we identify a personal data breach we will report it to the ICO ourselves at first instance. Our ICO number is: **Z9052436**. Our **Data Protection Policy** covers this in detail.