

# East Park Fundraising Complaints Policy

At East Park, we are committed to maintaining the highest standards in our fundraising activities. We value all feedback from our supporters and members of the public, as it helps us improve how we work. We take all complaints seriously and handle them promptly, fairly, and respectfully.



## How to Make a Complaint

If you are unhappy with any aspect of our fundraising, please let us know using one of the following methods:

Phone: 0141 946 2050

Email: [fundraising@eastpark.org.uk](mailto:fundraising@eastpark.org.uk)

Post:

Fundraising

East Park

1092 Maryhill Road

Glasgow

G20 9TD

## Our Process

- We aim to acknowledge and respond to your complaint within 10 working days.
- Your complaint will be passed to the Fundraising and Marketing Manager, who will take your complaint seriously and ensure it is handled appropriately.
- If your complaint requires a more detailed investigation, we will contact you within 10 working days to provide an update and let you know when you can expect a full response.

We will keep you informed throughout the process and ensure that your concerns are handled sensitively and thoroughly.

East Park is committed to protecting the individual raising concerns from harassment and victimisation, ensuring a safe and supportive environment throughout the process

## If You Are Not Satisfied

If you are not satisfied with the outcome of your complaint, you may request an appeal. Your complaint will then be escalated to East Park's Board of Trustees for further review.

To appeal, please contact us via:

Phone: 0141 946 2050

Email: [enquiries@eastpark.org.uk](mailto:enquiries@eastpark.org.uk)

Post:  
Board of Trustees  
East Park  
1092 Maryhill Road  
Glasgow  
G20 9TD

### **External Review**

If, after the appeal, you remain dissatisfied with our response, you can refer your complaint to the Scottish Fundraising Adjudication Panel, which is the independent body responsible for investigating fundraising complaints in Scotland.

You can find more information or contact them via: [www.goodfundraising.scot](http://www.goodfundraising.scot)

### **Review of Policy**

This policy is reviewed regularly to ensure it remains accurate, fair, and effective in handling fundraising complaints.