

COMPLAINTS PROCEDURE

How to raise your concerns – contact details provided overleaf

1. You should initially contact the HBOS Foundation:

- in writing to the **Complaints Co-ordinator** at the address below
- if you are not satisfied with the initial response, contact the Head of the HBOS Foundation in writing
- if you are still not satisfied you may write to the HBOS Foundation Trustees.

We will endeavour to resolve your concern as promptly and as amicably as possible.

We will acknowledge your query within 5 working days, investigate your concern within 1 month and advise you promptly of the outcome.

2. If you have a fundraising complaint and these options have not met your concerns, contact the Fundraising Standards Board Office for Scotland and Northern Ireland.

The Fundraising Standards Board will investigate your complaint and report their findings to you within 30 days.

If you are still dissatisfied, you can ask the Board of Directors of the Fundraising Standards Board to look again at your complaint. Their decision will be made within 60 days and will be final. [HBOS Foundation agrees to abide by decisions made by the FRSB Board.]

3. Where your concerns relate to:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene charity law
- actions that threaten to bring HBOS Foundation into disrepute

you should contact OSCR, the Office of the Scottish Charity Regulator.

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CONTACT DETAILS

HBOS Foundation

Po Box No 5
The Mound
Edinburgh
EH1 1YZ
Telephone: 0131 243 7128
www.hbosfoundation.org

Fundraising Standards Board (FRSB)

FRSB Scotland and Northern Ireland
22A/1 Calton Road
Edinburgh
EH8 8DP
Telephone: 0845 688 9894
www.frsb.org.uk/scotlandnorthernireland

OSCR (Office of the Scottish Charities Regulator)

Argyll House
Marketgait
Dundee
DD1 1QP
Tel: 01382 220446
www.oscr.gov.uk

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