

# Scottish Fundraising Standards Panel

## Model complaints handling procedure

We have drafted a model complaints handling procedure for charities to use with examples for small, medium and large sized charities. This procedure can be adopted or adapted to suit your charity.

If your charity already has a complaints procedure, it is not necessary to adopt a separate procedure specifically for fundraising complaints provided your current procedure will work in practice. You may wish to consider adapting it to include reference to the 3-stage process and how to escalate complaints to us.

For more information please go to:- <https://www.goodfundraising.scot/model-complaints-handling-procedure/>