

The Royal College of Surgeons of Edinburgh

Fundraising Complaint Procedure

As a registered charity with the Office of the Scottish Charity Regulator (OSCR) with charity number (SC005317) that receives donations from the public, we take a transparent and ethical approach to our fundraising. We welcome comments and feedback about our work. If you have a complaint about the fundraising service, we have provided then we encourage you to please let us know, and we will aim to resolve it as quickly as possible in a fair and confidential manner.

This procedure aims to ensure that we have a robust and effective process for handling fundraising complaints, that is in line with our values as an organisation and also meets the standards set by the Fundraising Regulator, the Fundraising Guidance for Charity Trustees as set by OSCR and the Scottish Fundraising Adjudication Panel (SFAP), which oversees fundraising standards in Scotland and fundraising complaints about charities registered solely in Scotland.¹

Please note that you must follow the three-stage process as outlined by the SFAP, which includes completing our internal complaints process before escalating further.

1. Complain to the Charity Direct
2. Appeal to the Charity Trustees
3. Refer to the Independent Panel

Stage 1

Please send your complaint to us via the following ways:

Email: governance@rcsed.ac.uk

Post: FAO Head of Governance, Royal College of Surgeons of Edinburgh, Nicolson Street, Edinburgh, EH8 9DW

Your complaint will be acknowledged within 5 working days of receipt, and we will provide a full response within 20 working days. If this is not possible, we will advise you when you are likely to get a response. Your complaint and the proposed outcome will be referred to our Chief Executive Officer (CEO), or in some cases, where the CEO is unable to act or where the matter is deemed by the CEO to require escalation, our Board of Trustees.

Stage 2

If you are unsatisfied with the outcome of your complaint, you can then raise the matter directly with the Board of Trustees. You can contact the Chair of the Board of Trustees via presidentpa@rcsed.ac.uk

Or by post:

For the Attention of the Chair of the Board of Trustees, the Royal College of Surgeons of Edinburgh, Nicolson Street, Edinburgh, EH8 9DW

¹ [Scottish Fundraising Adjudication Panel](#)

Stage 3

If you remain dissatisfied with the outcome of our internal investigation, you are entitled to raise the matter with the Scottish Fundraising Standards Panel.

You can refer your complaint to the Panel via the following ways:

Mail: Scottish Fundraising Adjudication Panel, c/o The Scottish Charity Regulator (OSCR), 2nd Floor Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY

Phone: [0808 164 2520](tel:08081642520)

Online: <https://goodfundraising.scot/submit-a-complaint/>

The Panel will decide if:

- The complaint is one they can look at.
- The complaint is ready for them.
- Whether there has been a breach of the Fundraising Code of Practice.
- If there has been a breach, what, if any, action is needed?
- Whether there are any regulatory matters, which should be referred to the OSCR or Information Commissioner's Office (ICO) where a breach of data protection is likely.
- It will then make public recommendations.

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