



## VETAID COMPLAINTS PROCEDURE

### How to raise your concerns

**1. Where your concerns relate to fundraising,** you should initially contact VETAID through our Complaints Co-ordinator (contact details below).

We will endeavour to resolve your concern as promptly and as amicably as possible. We will acknowledge your query within 3 days, and investigate your concern within a further 15 days, unless there is good reason for us being unable to do so, e.g. key staff on holiday/sick leave, in which case we will advise you of the delay in answering your query.

**2. If after we have investigated your complaint, you are unhappy with the outcome, you may refer the matter to the Fundraising Standards Board (FRSB).** 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. VETAID agrees to abide by decisions made by the FRSB Board.

**3. Where your concerns relate to public collections, contact:**

- the Local Authority Licensing Officer
- the Police

**4. Where your concerns relate to:**

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

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

*give with confidence*



## **CONTACT DETAILS**

### **VETAID**

Complaints Co-ordinator: Leonie Fraser, Fundraiser  
Pentlands Science Park  
Bush Loan  
Penicuik  
EH26 0PL  
Telephone: 0131 445 6241  
[www.vetaid.org](http://www.vetaid.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](http://www.frsb.org.uk/scotlandnorthernireland)

### **OSCR (Office of the Scottish Charity Regulator)**

2nd Floor  
Quadrant House  
9 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 01382 220 446  
[www.oscr.org.uk](http://www.oscr.org.uk)

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