

Love Music Fundraising Complaints Procedure

Love Music is committed to delivering a high quality level of service in all that we do. As part of this we are committed to fundraising best practice, aiming to comply with the Fundraising Regulator's Code of Fundraising Practice at all times and having an expectation that those fundraising on our behalf will also adhere to these standards. We always welcome feedback and the opportunity to improve our fundraising practice.

The following sets out our Fundraising Complaints Procedure. This three-stage process follows the recommendations of the Scottish Fundraising Adjudication Panel.

How to make a fundraising complaint

We need to know as much detail as possible about your complaint, including why you felt the behaviour experienced did not meet your expectations.

Stage 1

You can make your complaint by email or post. We ask you to write your complaint so that we can collect all of the information relevant to you to fully understand your experience. If you prefer to make your complaint by phone, please email us with a brief overview and provide your phone number - we will call you within 5 working days to discuss your complaint with you.

Post: Love Music Productions Ltd, 65/8 Warrender Park Road, Edinburgh EH9 1ES
Email: hello@lovemusic.org.uk

We will always acknowledge your complaint within 5 working days*, and do everything we can to resolve it within 10 working days. If this is not possible, we will explain why and give a new deadline. We will ask you to acknowledge receipt of our response to your complaint.

Stage 2

If you are not satisfied with the resolution at stage 1, whether you're unhappy with how your complaint was handled or feel the issues raised were not fully addressed, you can then appeal to the charity Trustees. This should be done by post or email via Love Music's address (as given at Stage 1) and should be clearly marked **FOR THE ATTENTION OF THE CHAIR**.

A written response will be provided within 15 working days. We will ask you to acknowledge receipt of our response to your complaint.

Stage 3

If you feel the complaint has not been satisfactorily resolved, you can take further action by contacting the Scottish Fundraising Adjudication Panel via their online Complaints Form at <https://goodfundraising.scot/make-a-complaint/>

For more information on making a complaint via the Scottish Fundraising Adjudication Panel, you can email complaints@goodfundraising.scot or call them on 0808 164 2520. Please note that it is important to have followed stage 1 and 2 of the Complaints Procedure as this information will be required in the online Complaints Form.

*During periods of office closure (eg. Christmas holidays), we will acknowledge your complaint within 5 working days and respond in detail within 10 days of the office being reopened.