



TSSS Fundraising Complaints Procedure

Your views are important to us and we take every complaint seriously. We are committed to high standards in everything that we do, but we realise that sometimes we get things wrong and that not everyone will agree with what we do.

We welcome feedback because it enables us to improve the services we offer and helps us to improve our communication to you.

We promise to take all complaints seriously, and to deal with them in a timely manner.

How to Complain

Stage 1 - Executive Officer

You may send your complaint to us in any of the following ways:

Call: our Arlene Smyth our Executive Officer on 0141 952 8006

Email: turner.syndrome@tss.org.uk

Write to:

Arlene Smyth - Executive Officer
Turner Syndrome Support Society [UK]
13 Simpson Court 11 South Ave Clydebank Business Park Clydebank G81 2NR

We will try to resolve the problem as quickly as possible. Whatever the complaint, you can expect us to respond within the following times:

- Following your call, you will receive a full response within 7 working days
- Emails will be personally acknowledged and you will receive a full response within 7 working days.
- We will provide a full response to most letters within 7 working days; for more complex ones, we will acknowledge them within 7 days and provide a full response within 14 working days.

Stage 2 - Chair of Trustee Board

If for any reason we have not resolved the complaint to your satisfaction, please bring the matter to the attention of our Chair of Trustees Mr Stephen Wall by writing to them at the above address.

Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do.

The same response times will apply as at Stage 1.

Stage 3 – Appeal Panel

If you are still not satisfied with our response, please inform the Executive Officer.

Your complaint will then be passed to a trustee who will set up an appeal panel.

The panel, comprising no fewer than three trustees/ senior staffs, will meet to review the complaint within the next 15 working days.

The trustee leading the panel will then contact you with the panel's conclusions within 10 working days of the panel's review.

Stage 4 – Taking your complaint outside the Turner Syndrome Support Society [UK]

In the event that you remain dissatisfied with the response you have received, you are entitled to take your complaint to the <https://www.fundraisingregulator.org.uk/>

This is an independent body that works to ensure that charities raising money from the public do so honestly and properly.

Turner Syndrome Support Society [UK] is a member of the Fundraising Regulator and we are therefore committed to abide by any decision they reach on complaints which are escalated to them.

Their contact details are: www.givewithconfidence.org.uk

Fundraising Regulator 2nd Floor,

CAN Mezzanine 49-51 East Road London, N1 6AH

Tel - 0300 999 3407

