



# **SCOTTISH PARA-FOOTBALL**

**Fundraising Complaints Procedure**

**This policy is written to underpin both Scottish Para-Football as well Para-Football Game Leader Organisations who are members of Scottish Para-Football. Therefore this policy will be adopted by each individual Para-Football Game Leader Organisation. If your concern relate to Scottish Para-Football please contact the National Office. However if your concern relate to a Para-Football Game Leader Organisation please contact their Committee directly.**

Scottish Para-Football is committed to create greater opportunities within Para-Football which allow participants to reach their full potential. As part of this commitment we have a complaints procedure to allow those using our services to make suggestions for improvement.

We are keen to hear from anyone who believes we have fallen short of the standards we set ourselves. You can provide this feedback in different ways.

- Call 0141 616 6093
- Email: [David.McArdle@Scottishfa.co.uk](mailto:David.McArdle@Scottishfa.co.uk)
- Write to Scottish Para-Football; David McArdle, Hampden Park, Glasgow, G42 9AY

### **Stage 1**

We will acknowledge and provide a response within 21 working days of receiving it. We expect to be able to resolve most complaints within that timeframe, but if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 45 Working days. If we are unable to meet that deadline due to exceptional circumstance, we will let you know why and when you can expect a response.

### **Stage 2**

If you are not happy with the decision you receive, you will be given the opportunity to raise the issue with the Chair who will investigate and respond, normally within 21 working days

### **Stage 3**

If you are not happy with the decision you received you have the right to refer your complaint to the Scottish Fundraising Standards Panel

Please note this process is in regards to complaining about Scottish Para-Football directly – If you have a complaint in regards to a Para-Football Game Leader Organisation, Member Club, Coach or Player please refer to Complaints Management Procedure.

## Document Control

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