



SPOKEN UP BUT UNSATISFIED? WHO TO CONTACT NEXT



1. If you have Spoken Up but remain unsatisfied then this document advises on who you can contact next.

WHERE THINGS HAVE GONE WRONG

2. If you remain unsatisfied following your first contact with the Fund, you can request that your complaint is reviewed by the relevant Director in our Executive Leadership Team. You can do this by:
 - a. advising the person who originally dealt with your complaint that you wish to escalate it to the relevant Director; or
 - b. using any of the other contact methods in our Speaking Up policy.
3. If you continue to remain unsatisfied after your complaint has been reviewed by the relevant Director, you can request that your complaint is reviewed for a final time. Depending on the nature of your complaint, we will decide who is best placed to undertake this. You can do this by:
 - a. advising the relevant Director who reviewed your complaint that you wish to escalate it to the Chief Executive; or
 - b. using any of the contact methods in our Speaking Up policy.
4. **For fundraising complaints only**, you can bring your complaint to the

Fundraising Regulator if you are unhappy with the Fund's response or you have not heard back from the Fund within four weeks.

5. You can contact the Fundraising Regulator by [completing the online form](#).

SERIOUS CONCERNS

6. If you have raised serious concerns with the Fund and are unsatisfied with the response, you can request that your concern is reviewed. **You can write to or email the SIT** (contact details are provided on the 'Want to Speak Up? How to contact us' document).
7. **You can also raise serious concerns with a 'prescribed person'**. These are individuals or organisations, designated by law, who can receive confidential reports within their specific sectors. The full list of prescribed persons and organisations can be found [here](#). The key ones relevant to the Fund are:
 - a. **The Charity Commission:** [complete the correct online form](#);
 - b. **The Office of the Scottish Charity Regulator (OSCR):** [complete the online form](#);
 - c. **The Fundraising Regulator:** contact details above.
 - d. **The Information Commissioner (ICO):** [complete the online form](#).