

Complaints about Dumfries & Galloway Citizens Advice Service – Fundraising Complaints only

**Please tell us if you are not happy
with our fundraising activities**



Dumfries & Galloway Citizens Advice Service (D&G CAS) Fundraising Guarantee

D&G CAS provides advice which is free, independent, impartial and confidential. D&G CAS is a registered charity in Scotland SC027107. We are proud that our services have always been, and will always be, free to use - it is what makes Citizens Advice inclusive - and we will never ask for donations to access our advice or support.

D&G CAS is committed to good fundraising and is registered with the Good Fundraising Guarantee. <https://goodfundraising.scot/fundraising-guarantee/>

Our Fundraising Guarantee to you

Fundraising is the life blood of many Scottish charities and we need to raise funds from voluntary sources. We could not fulfil our charitable mission without the support of generous, thoughtful and committed donors. We value the support of donors and understand the need to balance our duties to beneficiaries, with our duties to donors. That's why we make this commitment to you.

We will comply with the law as it applies to charities and fundraising and we commit that we will guarantee to adhere to best practice as outlined in the Fundraising Regulator's *Code of Fundraising Practice*: <https://www.fundraisingregulator.org.uk/code>

We will monitor fundraisers, volunteers and third parties working with us to raise funds, ensuring that they also comply with this Code of Practice.

We guarantee to operate in line with the values of the Code; to be Legal, Open, Honest and Respectful in all our fundraising. To promote and underpin these values, we commit to the following standards:

- We will be clear about who we are and what we do
- We will give a clear explanation of how you can make a gift and change or stop a regular donation
- If you do not want to give or wish to cease giving, we will respect your decision
- We will respect your rights and privacy
- We have a procedure for dealing with people in vulnerable circumstances and it will be published on our website or will otherwise be available on request
- We will hold your data securely
- We will communicate with you in accordance with your selected preferences.

If you feel we have not adhered to these standards, or think we could do better, please follow the complaints procedure below and we will deal with your complaint quickly and thoroughly.

We commit to ensuring our complaints process is clear and easily accessible and we will provide clear and evidence-based reasons for our decisions on complaints.

Scottish National Standards for Information & Advice Type III accredited

Scottish Charity No: SC027107

Dumfries & Galloway Citizens Advice Service is a Company Limited by Guarantee No: SC179254

Registered by the Financial Conduct Authority to carry out regulated activities FRN 617449

Registered Office at 109 Irish Street, Dumfries, DG1 2NP

Updated April 2025

Complaints Procedure for Complaints about Fundraising Activities

If your experiences of the fundraising activities of Dumfries & Galloway Citizens Advice Service (D&G CAS) have not met your expectations, we'd like to do what we can to make the situation better. We are always open to feedback and looking for ways to improve our service.

It's important to us that if something is not right, we know about it. We also keep all complaints completely confidential and separate from any advice records that we might have for you. If you want to make a complaint, you can do so using the following two step complaints procedure.

PLEASE NOTE: If you wish to complain about **general processes and/or advice received, or about Data Protection & the GDPR**, please go to the following link: <https://www.dagcas.org/contact-us/complaints/>

Step 1: Speak to D&G CAS

If the issue is about fundraising carried out by D&G CAS, you should contact the CEO or Chairperson of the Service. You can do this in person at any of our Bureaux or Outreaches, by telephoning 0300 303 4321, or by using this form which can be posted to 109 Irish Street, Dumfries, DG1 2NP or emailed to info@dagcas.org.

Your complaint will be investigated by the CEO under the direction of the Chairperson, or by the Chairperson if you are complaining about the CEO. If it is upheld, you will get an apology and, where appropriate, be given details of any action that the Service is taking to put things right.

D&G CAS will aim to respond in full to your complaint in 20 working days. However, if the issue is complicated, it may take longer. You will be kept informed of the progress of your complaint.

If you are not happy with the CEO's response, you can request a review by the Chairperson.

Step 2: Review by an independent arbiter

If your complaint is not upheld by D&G CAS and you are not satisfied and want to progress further, you may raise the matter with the Scottish Fundraising Adjudication Panel: info@goodfundraising.scot.

Complainants can only raise issues with the Adjudication Panel after they have been raised with charities and their trustees directly. The Panel will require evidence that the complainant has reached out to both the charity and its trustees before they will review and act on a complaint.

Dumfries & Galloway Citizens Advice Service

Fundraising Complaint Form

Please give as much detail as you can, including the time and date when the problem arose. Then send or give this form to the CEO without delay. You should also sign and date the form.

Name

Address

Telephone Number

Write your complaint here:

Signed

Date

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