



When you consider making a gift to Aberlour, we undertake that :

- all communications surrounding it will be honest, truthful and will comply with the law
- your right to privacy will be respected and you will not be subjected to any form of pressure
- your gift will be applied to the purpose for which it was originally requested
- your gift will be used in a way that preserves the dignity of the beneficiary
- your gift will be handled responsibly and to the greatest advantage of the beneficiary
- fundraisers and the organisations that they represent will consider how they meet your wishes as a donor and will be transparent in their dealings with you
- fundraisers will respect your needs for confidentiality and will comply with the law relating to fundraising and the use of personal data
- fundraisers will strive to achieve the highest professional standards at all times

Any concerns you may have relating to these points will be handled swiftly and effectively by the organisations with which they are raised.

The Complaints Procedure: How to Raise Your Concerns

Where your concerns relate to fundraising, you should initially contact the fundraising department:

Charlie Marshall
Director of Fundraising
01786 895044

John D Fyfe
Head of Appeals
01786 895028

If you are not satisfied with the initial response, contact the charity's Chief Executive or Chairman in writing.

Romy Langeland
Chief Executive

Christopher Turner
Chairman of Governors

Aberlour Child Care Trust, Head Office, 36 Park Terrace, Stirling, FK8 2JR
Tel: 01786 450 335 Fax: 01786 473 238 Email: enquiries@aberlour.org.uk

If these options do not meet your concerns, contact the Institute of Fundraising.

You will need to provide:

- details of your concerns
- details of previous contact with the charity
- any other supporting material

The Institute will examine your case and will contact you to let you know how it proposes to act on it. The Institute will contact the charity concerned and, unless requested not to, will provide it with copies of all correspondence. The Institute will invite the trustees of the charity to respond to the complaint and will notify you of the outcome of this action.

Where your concerns relate to Public Collections, you may also wish to contact:

- the local authority licensing officer

Where your concerns relate to:

- dishonest handling of funds
- actions that contravene the charity's trust deed or charity law
- actions that threaten to bring the charity into disrepute
- misapplication of charitable funds

and the Institute of Fundraising is unable to resolve your dispute with the charity, the Institute will refer your concerns to the Office of the Scottish Charity Regulator.

Office of the Scottish Charity Regulator
Argyll House, Marketgait, Dundee, DD1 1QP
Tel: 01382 220 446
Fax: 01382 220 314