

## Winning Leishman Complaints Policy

Winning Leishman aims to provide a quality service which ensures the satisfaction of our clients, their service users, and funders. Our Company Directors are members of the Institute of Fundraising and we adhere to their Code of Conduct, and to the Code of Fundraising Practice defined by the Fundraising Regulator. If we fall short of these standards or your expectations, we would like to know about it so that we can take steps to rectify the situation, where possible, and to learn from our mistakes. You can complain to us in your capacity as a client, a private individual or in any other capacity. You may complain, for example, to bring to our attention something that we have failed to do, have done badly, or treatment which you feel has been unfair.

We commit to handling all complaints confidentially and impartially, to investigating them in a timely manner and to implementing any recommendations which arise.

You can complain to us by letter, email, telephone or in person using our contact details below, or via your usual point of contact.

We will promptly acknowledge your complaint once it is received and provide you with a named point of contact who will be handling your complaint. We will aim to provide an in-depth response to all complaints within 28 days detailing the findings of our investigations and what course of action is available or being taken. If this is not our final response, we will inform you when we anticipate being able to provide you with a final response.

If you believe that our response is not satisfactory, you could refer your complaint to another body.

If your complaint relates to our fundraising practice, you could contact the Institute of Fundraising in writing to the Chief Executive, Institute of Fundraising, Charter House, 13-15 Carteret Street, London, SW1H 9DJ. Further contact details and information on disciplinary and complaints regulations are available on the Institute of Fundraising website.

If your complaint relates to the use of Personal Information, you could contact the Information Commissioners Office. Further information is available on the ICO website or by telephoning 0303 123 1113.

If you are not a client of ours but you complain to us about how we have processed your Personal Information or you seek to exercise a data protection rights such as a data subject access request, we will retain details of your complaint or request. We will only use the Personal Information we collect to process the complaint or request, to audit the level of service we have provided and to provide information to our insurers or regulator. We will keep information in connection with the complaint or request in line with our retention policy. In most cases this means we will retain the information for six years.

### Contact Information

If you would like to make a complaint, or have any questions about our complaints process, please contact us.

<b>Our contact details</b>
Winning Leishman Ltd 190 Queensferry Road Edinburgh EH4 2BW info@winningleishman.co.uk 0131 478 4667

### Do you need extra help?

If you would like this notice in another format (for example large print) please contact us using the details above.