



CARE OF POLICE SURVIVORS (COPS)

COMPLAINTS PROCEDURE

How to Raise Your Concerns

1. Where your concerns relate to fundraising, you should initially contact Care Of Police Survivors (COPS):

- through our complaints co-ordinator, Angela Ham.
- if you are not satisfied with the initial response contact COPS Chairman, Mick Foster, in writing.

We will endeavour to resolve your concern as promptly and as amicably as possible.

We will acknowledge your query within 14 days, investigate your concern within 3 months and advise you promptly of the outcome.

2. If these options do not meet your concerns, contact the FRSB Office for Scotland and Northern Ireland. The Fundraising Standards Board will investigate your complaint and report their findings to you within 30 days.

If you are still dissatisfied, you can ask the Board of Directors of the Fundraising Standards Board to look again at your complaint. Their decision will be made within 60 days and will be final. Care Of Police Survivors (COPS) agrees to abide by decisions made by the FRSB Board.

3. Where your concerns relate to Public Collections, contact:

- the Local Authority Licensing Officer
- the Police

4. Where your concerns relate to:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene Care Of Police Survivors (COPS)'s trust deed or charity law
- actions that threaten to bring Care Of Police Survivors (COPS) into disrepute

you should contact OSCR, the Office of the Scottish Charity Regulator.

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CONTACT DETAILS

Care Of Police Survivors (COPS)

PO Box 26101

Kilmarnock

KA3 2YQ

Telephone: 0870 744 2586

www.ukcops.org

Fundraising Standards Board (FRSB)

FRSB Scotland and Northern Ireland

22A/1 Calton Road

Edinburgh

EH8 8DP

Telephone: 0845 688 9894

www.frsb.org.uk/scotlandnorthernireland

OSCR (Office of the Scottish Charities Regulator)

Argyll House

Marketgait

Dundee

DD1 1QP

Telephone: 01382 220446

www.oscr.gov.uk

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