



GLASGOW SCIENCE CENTRE COMPLAINTS PROCEDURE

How to Raise Your Concerns

1. Where your concerns relate to fundraising, you should initially contact Glasgow Science Centre:

- If you have a complaint relating to our fundraising activities please contact Kirk.Ramsay@glasgowsciencecentre.org (Chief Executive)

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. Glasgow Science Centre agrees to abide by decisions made by the FRSB Board.

3. Where your concerns relate to:

- Dishonest handling of funds
- Misapplication of charitable funds
- Actions that threaten to bring Glasgow Science Centre into disrepute

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

give with confidence



CONTACT DETAILS

Glasgow Science Centre

50 Pacific Quay

Glasgow

G51 1EA

Telephone: 0871 540 1000

www.glasgowsciencecentre.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

Tel: 01382 220446

www.oscr.gov.uk

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