

**STAGE 1**

Complaint received



Complaint passed to Communications and Fundraising Manager



Fill in complaints log



**Respond to complaint:**  
We aim to acknowledge all complaints within three working days and to respond in no more than ten working days.  
We take all complaints very seriously and aim to respond as quickly as possible.

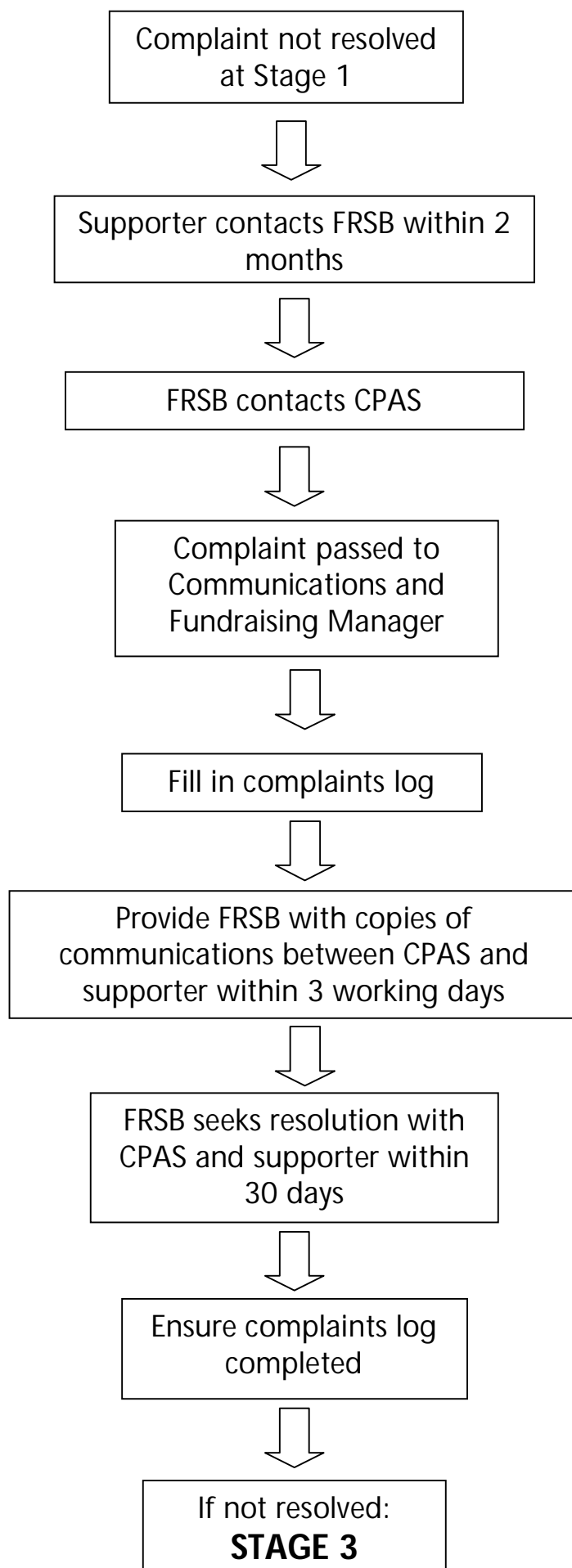


Ensure complaints log completed



If not resolved:  
**STAGE 2**

## STAGE 2



## STAGE 3

Complaint not resolved  
at Stage 2



Complaint referred to FRSB  
board for adjudication



FRSB board review and report  
on the complaint within 60  
days

A complaint is any expression of dissatisfaction about CPAS' fundraising or supporter relations, however made, whether justified or not.