

Making a complaint

The Multibank is committed to providing practical support to and to protect the dignity of families experiencing poverty across the UK. At The Multibank and through our Charity Distribution Partners, we work hard to give everyone the best possible service we can. If you are unhappy about any aspect of our work, we would like to hear about it. We value and welcome all types of feedback, good or bad.

The complaints procedure

If you want to make a complaint to The Multibank, please contact us by:

- Sending an email to contact@themultibank.co.uk
- Writing to us at: The Multibank, City Point 3rd Floor, 65 Haymarket Terrace, Edinburgh, EH12 5HD

We will acknowledge and provide an initial response to your complaint within 10 working days of receiving it. We expect to be able to resolve most complaints within that timeframe, but if we need to conduct a more in-depth investigation, we will aim to provide you with a response within 20 working days. If we are unable to meet that deadline, we will of course let you know.

If you are not happy with our response, please let us know as soon as possible and in any event within 10 working days. Your complaint will then be referred to our charity trustees who will carry out a review and let you know the outcome.

Scottish Fundraising Regulations



The National Family Centre Limited, operating as The Multibank, is registered in Scotland. Charities in Scotland are regulated and awarded charitable status by the independent Office of the Scottish Charity Regulator – (OSCR). Fundraising regulation is overseen by the Scottish Fundraising Standards panel, in line with the Code of Fundraising Practice.

The Scottish Fundraising Standards panel is established for the purposes of overseeing enhanced self-regulation of fundraising in Scotland, to be responsible for fundraising standards in Scotland and to handle fundraising complaints related to Scottish registered charities.

The Multibank has a Good Fundraising Guarantee. The Multibank agrees to adhere to the highest standards of good practice with our fundraising and a Fundraising Promise. If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction through the above procedure, you can ask The Scottish Fundraising Standards panel, in line with the Code of Fundraising Practice to consider it by:

- submitting your complaint through the Scottish Fundraising Adjudication Panel website www.goodfundraising.scot by emailing them: complaints@goodfundraising.scot

Or

- calling them on – 0808 164 2520