

Penumbra is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on **0131 475 2380**, email **enquiries@penumbra.org.uk** or, alternatively, you can write to the following address:

**Penumbra  
Norton Park  
57 Albion Road  
Edinburgh  
EH7 5QY**

We will acknowledge and provide any initial response to your feedback within **5 working days** of receiving it however in exceptional cases this may be longer. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 30 calendar days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to **Mr Nigel Henderson, Chief Executive** at the address detailed above who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can take it further by contacting the **Scottish Fundraising Standards Panel** at **www.goodfundraising.scot**.

**Penumbra** is registered with the Scottish Fundraising Standards Panel and we agree to abide by its decisions.

