

/or her duty under the Charities and Trustee Investment (Scotland) Act 2005 you should make this clear.

5. **Response to your Complaint** - You will be contacted to discuss the matter further, specifically whether the RIAS Secretary/Chief Executive or Ombudsperson consider there are grounds for further investigation and with details of how your complaint will be dealt with e.g. as a grievance or whistle blowing or using the RIAS Complaints and Disciplinary Procedure or Corporate Complaints Procedure. In addition you will be provided with confirmation of the details of the process and an outline of potential outcomes. You should respond to requests for clarification timeously. At all times, be polite and reasonable and expect the same in return.
6. **Confidentiality** - Unless agreed otherwise your complaint is confidential and you should not involve any other RIAS members or outside parties.
7. **Right of Appeal** - If you do not agree with how your complaint is resolved under the RIAS Complaints Procedure you have a right of Appeal.