

FOREST HOLME HOSPICE CHARITY

COMPLAINTS POLICY

The objectives of this policy are to:

- Aim to provide high quality service which meet our supporters/donors and volunteers' needs.
- Ensure our service remains at a high and improving standard.

This policy is intended for use by anyone who has interaction with Forest Holme Hospice Charity as an organisation. The Charity is a member of the Fundraising Standards Board and must submit an annual report on complaints received by the organisation.

Forest Holme Hospice Charity recognises that from time to time there may be occasions when organisations or individuals may feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

PROCEDURE

We have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the Charity. After informal communication with a member of staff, if you are still not happy with Forest Holme Hospice Charity please contact us:

- If you are unhappy about any aspect of the Charity's work, please contact the Charity Manager in the first instance.
- If your complaint is in relation to the Charity Manager, please contact the Chair of the Board of Trustees, in writing, as per below.

Making a written complaint

If you are not satisfied with our initial response or wish to raise the matter more formally, please write to the Charity Manager. (If your complaint is about the Charity Manager, please write to the Chair.)

All written complaints will be logged. You will receive a written acknowledgement within five working days of your complaint being received.

The aim is to investigate your complaint properly and give you a written reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, after we have responded you are still not satisfied, please write to the Chair of the Trustees who will report the matter at the next Board meeting, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with the Charity's services.

Any questions relating to any aspect of this policy should be raised with the Charity Manager.

REVIEW & UPDATE

This policy will be reviewed every two years and any changes will be communicated in a new version release.