

# FOREST HOLME HOSPICE CHARITY



## COMPLAINTS POLICY

### 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 as per below;
- If your complaint is in relation to the Charity Manager, please contact the Chair of the Board of Trustees, in writing, as per below;
- If you are unhappy about any third party organisations associated with Forest Holme Hospice Charity, contact the Charity Manager in the first instance 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 at Forest Holme Hospice Charity, 5 Seldown Road, Poole, Dorset, BH15 1TS or if your complaint is about the Charity Manager, please write to the Chair of the Trustees, Forest Holme Hospice Charity, 5 Seldown Road, Poole, Dorset, BH15 1TS.

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 at Forest Holme Hospice Charity, 5 Seldown Road, Poole, Dorset, BH15 1TS who will report the matter at the next Board meeting, which will decide on any further steps to resolve the situation.

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

### Fundraising Practice

If having contacted the Charity about its fundraising practice, you are still unsatisfied with the outcome of the complaint, or how it has been handled, you can contact the **Fundraising Regulator** with your concerns or to seek further guidance. Their contact details are:

Fundraising Regulator  
2nd Floor, Mezzanine Building  
49-51 East Road  
LONDON  
N1 6AH  
Telephone: 0300 999 3407  
Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

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## REVIEW & UPDATE

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



Registered Charity Number in England and Wales: 1038021