



Complaints procedure

Introduction

At Bournemouth Hospital Charity, we aim to provide the highest level of customer service, care and respect to all of our donors and supporters. Should you not receive the level of service expected we have a complaints procedure.

When a complaint is received it will be logged and investigated promptly in line with our Fundraising Promise and this procedure.

Bournemouth Hospital Charity seeks to:

- Constantly improve its service to donors, supporters and members of the public
- Ensure our policies adhere to best practice.
- Treat all complaints seriously
- Resolve complaints promptly and efficiently
- Learn from complaints – using them as an opportunity for us to reflect on our processes and practices and take action to improve our service as necessary.

Bournemouth Hospital Charity is regulated by the Fundraising Regulator (FR), the independent regulator of charity fundraising. The FR sets and promotes the standards for all fundraising activity, known as the “Code of Fundraising Practice”.

For more information on the FR, please visit the [Fundraising Regulator website](#).

Definition of a complaint

We define a complaint as a situation or instance where either an individual or organisation, considers that Bournemouth Hospital Charity has fallen short of their reasonable expectations and wishes to express their dissatisfaction. General enquiries or comments regarding the Charity are not regarded as complaints.

What to do if you have a complaint:

A complaint can be communicated to Bournemouth Hospital Charity by telephone, mail, email or in person to the address below.

In order to aid the investigation, please provide your contact details and explain your concerns as clearly and fully as possible. There may be some occasions where we need to ask you for more information and, if this is the case, your response will enable us to resolve your complaint as promptly as possible.

Lindsey Sturman - Fundraising Manager
Bournemouth Hospital Charity
Royal Bournemouth Hospital
Caslte Lane East
Bournemouth
BH7 7DW
Email: charity@rbch.nhs.uk
Telephone: 01202 704060



Bournemouth Hospital Charity

What happens next?

We take all complaints very seriously and aim to resolve complaints promptly, fairly and effectively. We promise to deal with your complaint sensitively.

We will acknowledge your complaint, no later than five working days after receipt. Wherever possible, we will provide a full resolution to your complaint at the same time.

If your complaint is complex and requires further investigations, we will advise you of this within five working days after receipt and provide you with an expected timescale for our response as part of your acknowledgement. We will keep you up-to-date at regular intervals throughout our investigations. Where this is the case, we will also tell you who is managing your complaint so you have a point of contact should you need to get in touch with us. You should expect to receive a full response from us at the earliest opportunity and no later than 20 working days from the date we received your complaint.

If you are not happy with the initial response you receive you can contact Debbie Anderson - Head of Fundraising who will review your concerns and the initial outcome before responding to you fully.

Following this, if you remain dissatisfied you can get in touch with either the Fundraising Regulator, if your complaint is about fundraising, or the Charity Commission, for other areas of our work.

Their contact details are below:

Fundraising Regulator

2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH
www.fundraisingregulator.org.uk
Tel: 0300 999 3407
Email: enquiries@fundraisingregulator.org.uk

The Charity Commission

PO Box 1227 Liverpool
L69 3UG
Tel: 0845 3000 218
www.charity-commission.gov.uk

Your information

In order to manage our complaints process effectively, we maintain a log of all complaints raised, including information about you as the complainant. If you would like further information, or have any concerns, about the information we may hold about you in this regard, please access our Privacy Policy