

Complaints Process and Procedure

Introduction

NHS Charities Together is committed to working in an open and accountable way that builds the trust and respect of all its stakeholders and ensures the highest standards of activities across its organisation.

The charity continuously improves its service by listening and responding to the feedback/views of our stakeholders, and in particular by responding positively to complaints regarding our activities seeking suitable resolutions where appropriate.

Complaints are taken seriously and treated as an opportunity to develop. NHS Charities Together encourages feedback and will respond quickly and positively to those that contact them with problems, worries or concerns.

We define a complaint as a situation or instance where either an individual or organisation consider that NHS Charities Together has fallen short of their reasonable expectations and has chosen to bring their dissatisfaction to our attention. Complaints can be communicated to us in a variety of ways, including telephone, email, post, social media or in person.

Our fundraising activities are regulated by the Fundraising Regulator (FR), the independent regulator of charity fundraising that sets and promotes the standards for all fundraising activity, known as the "Code of Fundraising Practice". We are committed to adhering to the codes and to the Fundraising Promise (www.fundraisingregulator.org.uk/more-from-us/resources/fundraising-promise). For more information on the FR regulator, please visit its website www.fundraisingregulator.org.uk

What does NHS Charities Together define as a complaint?

We define a complaint as a situation or instance where either an individual or organisation, considers that NHS Charities Together has fallen short of their reasonable expectations and wishes to express their dissatisfaction.

A complaint can be made simply by contacting the charity by post, email, or telephone:

NHS Charities Together
Lake View House
Wilton Drive,
Tournament Fields,
Warwick
CV34 6RG
Telephone: 08454 635328
Email: info@anhsc.org.uk

Our Complaints process

It is our aim to respond to all complaints and concerns with sensitivity and to resolve them quickly, fairly and effectively. We will acknowledge your complaint, no later than five working days after receipt. Wherever possible, we will seek to resolve your complaint at the same time.

Where your concerns require us to undertake further investigations, and we are not able to provide a full resolution as part of our initial response, we will provide you with an expected timescale for our response. You should expect to receive a full response from us at the earliest opportunity and no later than 20 working days/1 calendar month from the date we received your complaint.

All correspondence to us should include a name, address and contact telephone number and comprehensively detail:

- the problem and how it occurred
- its affect
- a potential resolution

There may be occasions where we need to ask you for more information to investigate your concerns fully and, if this is the case, your kind response will enable us to resolve your complaint as promptly as possible.

On rare occasions NHS Charities Together may choose not to respond, or continue to respond to a complaint, these may include when:

- the complaint has no direct connection to the charity.
- we believe a complaint is being unreasonably pursued which has already been responded to
- a complainant is being obviously abusive, prejudiced or offensive in their manner.
- a member of staff is being harassed by a complainant.
- when a complaint is incoherent or illegible.

You may want to complain without sharing your personal details. If this is the case, please rest assured we will still investigate your complaint, seeking to use our investigation to improve in any way we can but we will be unable to advise you of the outcome.

We will seek to resolve your complaint in a satisfactory way. However, if you are still not happy you can contact one of the following external regulators:

For complaints about our fundraising activities:

Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH

Email: enquiries@fundraisingregulator.org.uk

Tel: 0300 999 3407

www.fundraisingregulator.org.uk

For complaints relating to how the Charity processes personal data:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

www.ico.org.uk

For all other complaints relating to our work:

The Charity Commission
P O 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 refer to our Privacy Policy by [clicking here](#).