



Fundraising Complaints Procedure

Introduction

At Ashford and St. Peter's Hospitals we welcome all your comments about our fundraising activities and practices. Your feedback is invaluable as it helps us improve and it is important to us that we get things right.

We are committed to high standards in everything that we do, but we realise that sometimes we get things wrong and that not everyone will agree with what we do.

Our Promise to You

We promise to;

- Treat you politely and fairly
- Take your complaint seriously
- Address your complaint in a timely manner
- Respect your confidence.

Our Fundraising Complaints Handling Procedure

If you have a complaint or a concern about our fundraising you can:

- Speak directly to our Fundraising Manager by calling 07825 680120. For Little Roo call the Little Roo Neonatal Fund Charity Manager on 01932 722386 or mobile 07759 135208.
- Email us at asp-tr.fundraising@nhs.net or for Little Roo email sid.hurry@nhs.net
- Write to us at Fundraising Manager, Management Office, St Peter's Hospital, Guildford Road, Chertsey, Surrey KY16 OPZ.

Telephone

If you contact us by telephone, we aim to resolve your complaint during the call. If this is not possible, then we will let you know how long it will take to resolve and what actions we are taking.

Email or Post

If you contact us by Email or letter, we will resolve your complaint or acknowledge receipt within 5 working days. Where the matter is more complex, we will contact you again with either a resolution or an update on the situation within 10 working days of the acknowledgement.

Hopefully you will be satisfied with our response, however, if you have any further concerns, let us know. Please explain clearly why you feel your complaint has not been adequately addressed and what action you want us to take.

We will then escalate the complaint to the Director of Finance, who will invoke an investigation and then contact you with a resolution within 10 working days of your latest communication to us.

If, following this additional enquiry, you are still unhappy with the outcome, you can contact the Fundraising Regulator who will independently investigate your complaint. You can contact them on their website: www.fundraisingregulator.org.uk/make-a-complaint/complaints/.