

Date policy written:	1 October 2018
Date policy reviewed:	1 September 2019
Policy Author:	Elizabeth Bond, Head of Fundraising
Reviewed by:	Gill Brook, Head of Patient Experience
Date to be reviewed:	1 September 2020
Approval:	Southmead Hospital Charity Committee

About us

We want to make healthcare better for our patients today and in the future by funding innovative, nurturing and supportive projects that transform local NHS services. We provide the bridge between grateful patients and their families, and the NHS that they want to thank. We work collaboratively with our corporate partners, donors and trusts to manage their social investment in transformative healthcare to have the biggest impact.

With this support, we can fund pioneering research and new equipment, support patients and their loved ones through difficult times as well as invest in improvements to our hospitals' buildings and spaces. We also care for the people who care for you, and fund projects which develop and support staff to help them deliver exceptional healthcare to more than 300,000 patients a year.

Last year with the help of our supporters, we raised over £3.4 million. Working in partnership with North Bristol NHS Trust, and our donors, we determine where funding is best spent to have the greatest impact to transform the NHS in local communities and to deliver visionary healthcare for the future. We fund projects that:

	Improve our hospitals' buildings and spaces		Support our patients and staff
	Fund specialist equipment		Invest in pioneering research

Purpose

All well-managed organisations, especially those dealing directly with the public, normally have a complaints procedure. Feedback in whatever form is always welcome and is seen as a means of improving the service and celebrating and endorsing good practise. If a person wishes to raise a complaint it is important that it is handled well. Handling a complaint well will:

- Demonstrate our commitment to our donors and other stakeholders.
- Demonstrates our commitment to providing the best possible service.
- Helps us identify things that may have gone wrong so we can learn from them and fix them.
- Helps us prevent things going wrong in the future.

The main body for dealing with fundraising complaints is the Fundraising Regulator. Information and guidance when dealing with a charity complaint can be obtained from the Charity Commission.

The complaints procedure

Stage 1

- On receiving a complaint, the charity will log it on the charity's complaints log and Head of Fundraising will be informed. Details captured will include the name and contact details of the complainant, their relationship with the charity (for example: donor, event participant or volunteer) and details of the nature of their complaint and the date it was received. The complainant will be contacted within three working days to acknowledge receipt and secure any clarification that may be required.
- A written response will be sent to the complainant as soon as possible but certainly within 14 days to confirm that the complaint will be investigated, outlining the complaints procedure and explaining the process. During this period, the complainant may be asked to provide further information if required.
- The complaint should be investigated by the relevant person and the recommended outcome from the investigation should be approved by the Head of Fundraising and Director of People and Transformation. If the Head of Fundraising is the investigator, the Director of People and Transformation would be the sole approver.
- If the complainant is still not happy, then the case will be escalated to Stage 2 and the person should be informed that this is the case.

Stage 2

- Trustees/Chair of the Southmead Hospital Charity Committee will be informed and be provided with copies of all correspondence. The Chair and Head of Fundraising will then decide whether or not to uphold the response of the charity.
- Within 30 days, the Chair should write to the complainant with this final decision. Whether the complaint is upheld or not, the reply to the complainant should describe what action will be taken as a result of the complaint. All Trustees should be advised accordingly so they are aware of the complaint, the outcome and any potential consequences.
- This decision is final, unless the Chair decides to seek external assistance.

In the event that the complainant is still not satisfied, then he/she can refer the case to the Fundraising Regulator. It is essential that a detailed and accurate record of all calls and correspondence is kept as this will be critical in any further investigation.

Please contact the Charity team if you have any queries concerning our complaints policy on hello@southmeadhospitalcharity.org.uk