

**Friends of Sussex Hospices – Complaints Policy**

This policy should be read in conjunction with the FSH Complaints Procedure – May 2018

The Friends of Sussex Hospices recognises the value of all its supporters and volunteers and places great importance on the contribution of both to the charity. Occasionally, supporters or volunteers may have a complaint relating to their experience with FSH or at an FSH event. This policy is designed to ensure that their views are acknowledged and investigated promptly and courteously, with the aim of achieving a satisfactory outcome for the complainant.

It is therefore vital that supporters and volunteers have a framework within which to make a complaint and which gives them confidence that their complaint will be dealt with objectively and fairly. Complaints from our supporters and volunteers are an opportunity for FSH to review how it operates and identify, where necessary, alterative means of working to minimise future complaints.

Complaints can often be avoided by everyone being courteous, responsive and communicative at all times.

Even if a complaint is not upheld, it can be indicative of underlying dissatisfaction which need to be addressed.

**Complaints policy statement**

It is the policy of the Friends of Sussex Hospices to do all it can to create a culture in which people feel empowered to make legitimate complaints and follow the procedures which allow those complaints to be processed in a timely, efficient and courteous manner.

Complaints are regarded as an important opportunity for the Trustees of the charity to learn and take action as appropriate.