



Complaints Policy

It is the policy of the Friends of Sussex Hospices (FSH) 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.

FSH 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, alternative 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.

The FSH complaints procedure is described in **Appendix 1**.

Appendix 1: FSH Complaints Procedure

Approved: FSH Trustee Meeting on 4 June 2018

Re-approved: FSH trustee meeting on 1 March 2021 (Minute 21.03.06)

Complaints Procedure

Introduction

We recognise that supporters may have a complaint relating to their experience with Friends of Sussex Hospices (FSH). This procedure 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.

Complaints from our supporters are an opportunity for FSH to review the way it operates and identify where necessary, alternative means of working to minimise future complaints.

The name of complainants will be kept confidential.

Responding to a complaint

Most complaints can be dealt with immediately. They should be dealt with quickly and there should be no further issue for the complainant.

Whilst some complaints may seem minor, if there is a situation where a supporter feels he or she is not listened to, this can escalate out of proportion. Therefore, prompt action is essential.

All complaints at an event should initially be reported to the event organiser and passed to the chairman of the relevant fund-raising committee. Non-event complaints should be reported to the chairman of FSH.

1. Issues an event organiser cannot resolve

2. There will be situations where the event organiser feels he or she cannot resolve the situation. In this case, the complaint should be referred to the chairman of FSH. This should be done promptly, either verbally or by email. Once received, the chairman will take responsibility and aim to resolve the issue within 30 days.
3. The chairman will talk to the complainant to hear the issue first-hand, acknowledge the complaint in writing and agree to respond within the 30 days. The chairman will then investigate the complaint and respond to the complainant, both verbally and by written communication (email or letter).
4. Any changes decided by the chairman should be communicated to the chairmen of both fundraising committees and the relevant event organiser and implemented as soon as possible, especially where this entails doing things in a different way. In the majority of cases, this should resolve the complaint.

If the complainant is still not satisfied

If the complainant is not satisfied with the outcome, he or she may request that the complaint is considered by a panel of not less than three trustees, that does not include the chairman of FSH. The complainant must submit their complaint in writing.

The trustees will investigate the complaint and respond to the complainant with their decision in writing. If steps to rectify the situation are required, the trustees

will inform event organisers and anyone else affected and request confirmation that the changes have been implemented.

The decision of the Board of Trustees is final.