



Complaints Policy – Income Generation

Document Reference No.: As on previous policy or SOP. If new policy or SOP contact DC for number.	61
Document Type: Specify whether policy or SOP. If policy then subject to EIA and additional formatting – see Controlled Documents Policy	Policy
Version No.: See number on previous version and move up if changes made or leave if no changes.	3
Purpose:	This policy outlines the Hospice's approach to dealing with complaints received about its income generation activity (excluding complaints related to the Hospice lottery)
Document Author:	Director of Income Generation
Approved by: i.e. which committee or SMT	Fundraising Committee
Date First Approved: i.e. when policy/SOP first created – this number doesn't change.	1.1.2017
Next Review Date: Usually 3 years	June 2027
Related Controlled Documents: i.e. Other Hospice policies / SOPs	Severn Hospice Lottery Complaints Policy
Relevant External Standards/ Legislation:	Fundraising Regulator's Code of Practice
Target Audience: Staff / volunteers	The Hospice's supporters and donors
Equality Impact Assessment Completed	The Severn Hospice live EIA has been applied to this service/policy/initiative and adjustments have been made as required
For further Information please speak to: Put in job title	Director of Income Generation

Paper Copies of this Document

If you are reading a printed copy of this document you should check the Hospice intranet to ensure that you are using the most current version.

Version History:

Version No.	Document Author/Reviewer	Ratified by	Date Reviewed
1	Associate Director – Fundraising	Fundraising Cttee	1.1.2017
2	Associate Director – Fundraising	Fundraising Cttee	21.4.2021
3	Associate Director - Fundraising	Fundraising Cttee	16.7.2025

Summary of changes from last version:

28.10.21 Updated contact details.
 Flow chart added

Severn Hospice Complaints Policy - Income Generation (e.g. Mailings, events, shops, letters, calls)

Please note, if your complaint relates to patient care a separate policy and process applies, and this can be obtained from **Rebecca Thomson, PA to Executive Team Tel: 01743 236565, ext 1155**

. If your complaint relates to the Hospice's weekly lottery and/or raffle campaigns, a separate policy applies, and this can be obtained from our Head of Individual Giving on 01743236565.

The Hospice is committed to being open and honest in all our interactions with our donors and supporters. We would hope your complaint could be dealt with directly with the team within a timely fashion. However, if you are not satisfied with this outcome, you can then escalate the matter using the following policy.

We know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We would expect most concerns to be dealt with courteously by the appropriate member of staff, if however, you do not know who to approach or feel your concern has not been dealt with properly please do contact us as soon as practically possible after the incident, this makes looking into the key facts more reliable as everyone's recollections are fresher.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

How to get in touch to give feedback, raise concerns or make a complaint:

We hope you will feel comfortable in getting in touch with us by;
email at complaints@severnhospice.org.uk

Or you can **write** to us, please address your envelope to:

FAO Nicholas Owen, PA to Director of Income Generation, Severn Hospice, Apley Castle, Telford, TF1 6RH

Please include your name, address, reference number given on any correspondence if possible and a contact telephone number in your email or letter so that we can get back in touch with you easily.

Or you can **call** us on 01952 221350 please ask to speak to Nicholas Owen, PA to Director of Income Generation, our phone lines are open Monday to Thursday from 8.45am to 5pm, Friday 9.00am-4.00pm. Outside of these hours you can leave a message and contact number and someone will return your call on the next working day.

How long will it take?

We endeavor to respond fully and conclusively to all complaints within **ten working days**. However, you will receive an **acknowledgement of your complaint within the first five working days of receipt**. Wherever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

From experience we have found that if the following details can be provided we can respond to you more easily; a description of what your concern or complaint relates to and the aspect which concerns you most, date and time if appropriate and the name of any hospice staff involved in this or with whom you have had conversations, we may call you to clarify facts or ask for more details. This way we can make sure that we fully understand the issue and can gather all of the information that we need to resolve the problem in a fast and effective way.

In more complex situations where an immediate response is not possible, we investigate the matter and get back to you as quickly as we can. We record your complaint and between us we can agree on the best way and time to get back in contact with you.

What we do with your complaint

A senior member of staff is allocated to you and will ensure we fully understand your concerns before investigating this within the Hospice, they prepare a written summary which will be shared with you to ensure their account of your complaint/concern is accurate. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome for both you and the Hospice.

Following this the senior member of staff notifies you of the outcome and any steps we might take in future. A summary of all complaints is shared with the Fundraising Committee or Retail Committee who meet quarterly and report to the Hospice's Board of Trustees.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

As a charity with limited resources we must use these in the best way possible. This can mean not engaging in lengthy debates on issues that are unrelated to the Hospice's work.

There may be rare occasions when we terminate the process and will not respond further to a complaint, these include:

- When a complainant is being abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint is made anonymously or by a third party.

However, we may investigate the complaint and use the information to improve in any way that we can.

Who else can help?

Following a full investigation and suggested resolution by the Hospice any complaints which cannot be settled at a local level can be escalated to the Fundraising Regulator, an independent government body, whom you can approach if your complaint has not been resolved by the Hospice within 28 days. If you wish to refer your unresolved complaint to the Fundraising Regulator you must do within two months of the end of the 28 day deadline, their website is <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>

Complaints Procedure Flowchart

