

St Columba's Hospice Complaints Process

This process has been put in place to ensure that all complaints pertaining to the Fundraising Department are handled appropriately. St Columba's Hospice will endeavor to resolve all complaints as promptly and amicably as possible.

Contact:

The Fundraising Team

Email: fund@stcolumbashospice.org.uk

Tel: 0131 551 1381

The Complaints Co-coordinator

Margaret Dunbar, Director of Nursing and Administration

Email: info@stcolumbashospice.org.uk

Tel: 0131 551 1381

Fundraising Standards Board

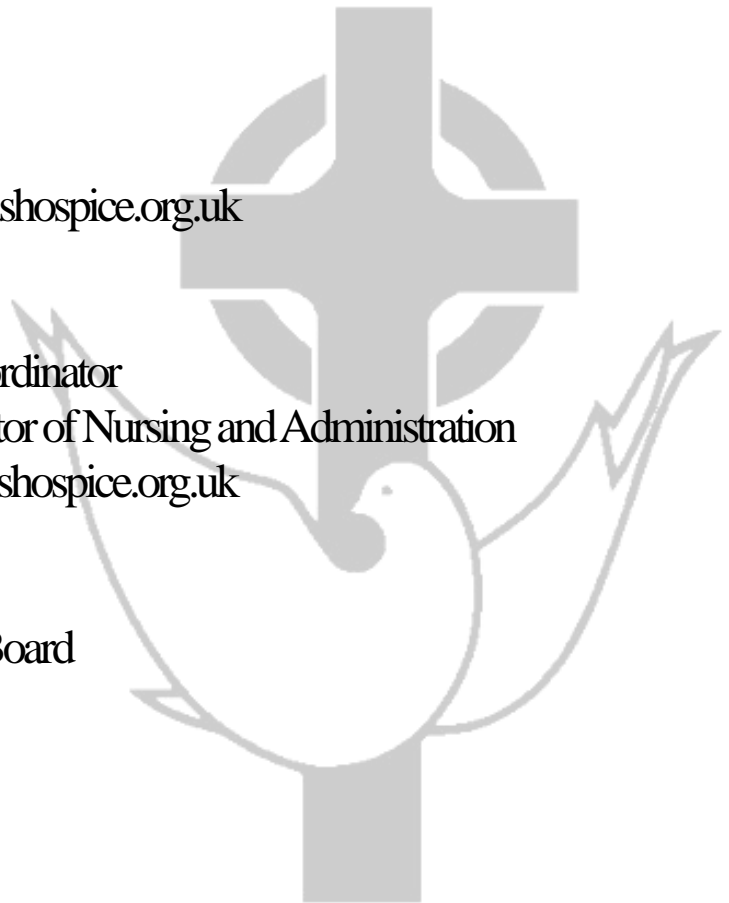
Hampton House

20 Albert Embankment

London SE1 7TJ

Tel: 020 7091 1600

www.frsb.org.uk



Record

All complaints should be logged on the Complaints Register and complete a complaint form. The complaint should be acknowledged within 7 days of receipt and the complainant provided with a copy of the Complaints process for the Hospice and for the Fundraising Standards Board.

A copy of the complaint and any related correspondence or communication will be kept on file and also on Raiser's Edge where appropriate.

Resolve

In the first instance complaints will be handled by a senior member of the Fundraising Team and where appropriate a letter of apology or explanation issued to the complainant within 7 working days of receipt.

If the complaint cannot be resolved within 7 working days or is out with the authority of the Fundraising Team the complaint will be referred to the Complaints Co-coordinator for investigation and the complainant advised that an investigation is to take place. The complaints co-coordinator will respond within 3 months of the incident occurring. The response will include details of the investigation and the outcome. The complainant will also be advised at this time that if they are dissatisfied with outcome that the matter can be referred to the Fundraising Standards Board within two months for further investigation.

Review

On resolution of a complaint the Complaints Register should be updated and the outcome recorded. A review of the complaint should be undertaken by the Fundraising Team and the Complaints Co-Coordinator to determine what remedial processes, if any, should be put in place to prevent future complaints of a similar nature.

The complaints register will be reviewed at each meeting of the Fundraising Committee regularly to determine what general improvements or changes to current practice need to be put in place.

Revise

On review of complaints action will be taken to revise or amend appropriate procedures to prevent a reoccurrence. Members of the Fundraising Team will be advised of the new procedures and training provided if required.