

## **Comments, Compliments and Complaints policy**

We always like to hear the difference that our services make to patients and their families. However we also know there might be times when we don't meet the high standards we strive for. When this happens, we want to know so that we can do our best to put it right and prevent it from happening again.

We welcome your feedback, comments, suggestions and complaints – whether they're good or bad. Without them, we cannot improve.

### **Our promise and commitment to you**

We promise to take your complaints seriously and to deal with them as quickly as possible.

Our complaints policy has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### **How to make a complaint**

You can call us, write to us or email us about your complaint and we'll be pleased to help.

#### **Step 1: Contact us**

The first step is to contact us. The best way to do this is by phone, as then we can find out exactly what's happened and try to resolve the situation.

##### *Call us:*

Telephone 01666 505055, Monday to Friday, 9am–5pm.

We'll try to resolve the problem straight away if we can. If we can't do this we'll make a record of your complaint and agree the best way and time to contact you. This will normally be within 5 working days, unless we make a different arrangement with you.

##### *Write to us*

If you prefer to write to us about your complaint please send your letter, including your name, address and contact telephone number, to:

101 The Waterfront, First Floor  
Stonehouse Business Park  
Sperry Way  
Stonehouse  
Gloucestershire  
GL10 3UT

##### *Email us*

You can also email your complaint to: [info@hopefortomorrow.org.uk](mailto:info@hopefortomorrow.org.uk)

Please include your full name, address, contact telephone number and details about your complaint.

## **Step 2: Taking your complaint further**

If you're still unhappy after contacting our team, the next step is to put your complaint in writing, either by letter or email. Please address your complaint to the Senior Management Team using the contact details above. Please include the details of the complaint, explaining why you aren't satisfied with our response and what you'd like us to do to put things right.

We promise to deal with your complaint quickly and confidentially.

When we get your complaint, we will allocate it to an appropriate manager and we will investigate it thoroughly. If we can't resolve it straight away, we'll contact you within five working days of us getting your complaint, to let you know when you can expect a full response. We aim to respond in full to complaints within ten working days. If we need to investigate things that take more than 10 days, we'll contact you to let you know when you can expect our response. In most cases, this will be within 21 working days, but dealing with cases in a thorough matter is very important to us.

## **Step 3: The next stage**

If after getting our written response you are still unhappy, please let us know in writing either by letter or email. Your complaint may be passed to our Chief Executive and/or Trustees for further investigation and response. You can expect to receive a full response from them within 10 working days of us getting your most recent letter or email.

## **Step 4: Taking your complaint outside the organisation**

If your complaint is about our fundraising work or activities and you are not satisfied with our response, you are entitled to take it to the Fundraising Regulator. As a member of the Fundraising Regulator Hope for Tomorrow is committed to abiding by any decision they reach on complaints that are escalated to them.

Fundraising Regulator  
Eagle House  
167 City Road  
London  
SC1V 1AW  
Tel: 0300 999 3407  
Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

If your complaint is about any other aspect of our charitable work, you may wish to contact the Charity Commission.

Charity Commission Direct  
102 Petty France  
London  
SW1H 9AJ  
Tel: 0300 066 9197  
Website: [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

[Although we take all complaints very seriously, we also take the safety and security of our staff as a priority. If at any point we believe a member of our team is being harassed, we have a zero-tolerance policy and will report matters to the police. Harassment or vexatious complaints will be reported to the appropriate authorities immediately.](#)