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**Fundraising Complaint Procedure**

At Mary Stevens Hospice, we welcome all comments and feedback about the way we work.

If you have a complaint about our fundraising practices or an issue with the service you have been provided please do let us know. We aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way. As a charity receiving donations from the public, we are focused on ensuring a transparent and ethical approach to our fundraising.

The aim of this procedure is to provide an efficient and robust fundraising complaints process for our supporters in line with our organisational values and standards set by the Fundraising Regulator.

We are committed to provide excellent customer service at all times.

We regard complaints as an opportunity to turn a negative experience into a positive one, as well as an opportunity to learn and to improve.

From notification of your complaint we will:

• Listen and be responsive to people who raise an issue with us.

• Respond swiftly.

• Be fair and consistent.

• Offer solutions and/or explanations.

• Escalate complainants to someone more senior/more independent if you wish.

• Ensure that any staff mentioned in complaints receive support.

• Respect confidentiality.

• Record complaints consistently and monitor what we record.

• Use your complaint positively as an opportunity for learning and improvement.

• Protect those raising a concern from victimisation and harassment.

Once your complaint is received, we aim to respond within seven working days of receipt, but at times, it can take up to 10 working days.

If the matter requires further investigation, we will provide you with an update within 10 working days of receipt.

If you are unsatisfied with the outcome your complaint will be escalated to senior management where a review of the complaint will be carried out. We aim to complete investigations within 25 days of their start date.

**How to Complain**

Please send your complaint to us in one of the following ways:

Phone: 01384 477 778

[Email: info@mshfundraising.co.uk](mailto:Email:%20info@mshfundraising.co.uk)

Post: Mary Stevens Hospice, 221 Hagley Road, Oldswinford, Stourbridge, West Midlands. DY8 2JR.

**Taking your complaint outside of The Mary Stevens Hospice**

If you remain dissatisfied with the outcome of our investigation, you are entitled to raise the matter with the Fundraising Regulator.

The Fundraising Regulator is the regulatory body for UK fundraising, overseeing charities and agencies compliance with the Code of Fundraising Practice. They can adjudicate on complaints relating to fundraising activities, where the complainant and charity cannot reach a resolution.

Before contacting or complaining to The Fundraising Regulator, the complaint must first be assessed by the charity concerned.

Fundraising Regulator

2nd Floor,

CAN Mezzanine

49-51 East Road London,

N1 6AH

Tel: 0300 999 3407

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

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