

Complaints Procedure

If your complaint cannot be resolved simply, face to face or by telephone, you should make your complaint in writing in the first instance to:

The Complaints Co-ordinator
Nottingham Hospitals Charity
2 Embley Road
City Hospital Campus
Nottingham
NG5 1RE

Your complaint will be acknowledged within **14 days**.

Stage 1: If you have any concerns you should approach a member of Nottingham Hospitals Charity staff as soon as possible who will try to resolve any complaint or concerns at the point of contact.

Stage 2: If the complainant remains dissatisfied, then a report will be passed to the Complaints Co-ordinator to investigate further. All complaints will be investigated within **2 months** of receipt of the complaint.

Stage 3: If the complainant remains dissatisfied, a report will be passed to Trustees for consideration at their next quarterly meeting. The decision of the Trustees will be communicated, in writing, to the complainant within **5 working days** advising of their conclusions and resolutions.

Stage 4: If the complainant remains dissatisfied, then they will have **2 months** from receipt of the Charity's response to request that the matter be passed to either the Fundraising Regulator or the Charity Commission where it will be investigated by an independent body following their individual organisation's code of conduct.

If you feel that our response has been unsatisfactory, please contact the **Fundraising Regulator:**

Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road,
London, N1 6AH
Telephone: 0300 999 3407
Email: enquiries@fundraisingregulator.org.uk

This procedure will be reviewed regularly every two years whether or not complaints have been received since the last review. If complaints have been received since the last review then the procedure will be reviewed in the light of issues arising from how it worked.