

FRIENDS OF THE NEW SELBY WAR MEMORIAL HOSPITAL
COMPLAINTS POLICY

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Date approved by Committee	21 May 2025
Signed by Chair on behalf of Committee	
Date of next review	21 May 2027

1.Introduction

As Friends of the New Selby War Memorial Hospital we always aim to treat our donors, member, volunteers and members of the public with the highest level of care and respect. Friends of the New Selby War Memorial Hospital seeks to constantly improve its service and ensure that we adhere to best practice. Therefore, we regard complaints as an opportunity for us to reflect on our processes and practices and see if there are opportunities to strengthen and improve our organisation.

Friends of the New Selby War Memorial Hospital is regulated by the Charity Commission: Registered Charity 500985

2. Definition of a complaint

We define a complaint as a situation or instance where either an individual or organisation, considers that Friends of the New Selby War Memorial Hospital has fallen short of their reasonable expectations and wish to express their dissatisfaction. A complaint can be communicated in writing (email or letter), telephone or in person to:

The Administrator & Volunteer Co-ordinator
Friends of Selby Hospital
New Selby War Memorial Hospital
Doncaster Road
Selby
YO8 9BX

carol.robson13@nhs.net(mark – For the attention of the AVC
01904 724560

3. The complaints process

Complaints about Friends of the New Selby War Memorial Hospital may come from a variety of sources and be about a variety of issues for example: data breaches, Friends of the New Selby War Memorial Hospital management or governance, fundraising activities, volunteers etc.

When a complaint is received from an individual who may be a member of the public, volunteer*, donor, member or another organisation it will be considered and investigated by the Chairperson (or deputy).

Upon receipt of a complaint the AVC will:

- Log the complaint in the complaints register
- Acknowledge receipt of the complaint (in writing) within three days detailing the process and timescale for dealing with the complaint (appendix 1)
- If the complaint is being made on behalf of a third party, ensure that the complainant has appropriate consent; and
- Inform the Chairperson (or deputy) of the complaint immediately

The Chairperson (or deputy) will:

- Review the complaint and identify the appropriate means of investigation, who should be involved and if a meeting with the complainant is advisable
- Arrange for the preparation of an appropriate response to the complaint following full investigation and within a timescale of 21 working days of receipt
- If there is a need for an extended time frame the complainant will be informed of the delay and the reasons for such delay; and
- The complainant will be offered the opportunity of a meeting if not satisfied with the response.

If a meeting is held during the process, the complainant will have the opportunity to bring a friend. The meeting will be recorded.

*This may be a complaint about something other than their volunteering role. Issues raised involving the volunteering role will be dealt with under the Problem Solving Procedure.

4. Dissatisfied complainants

If a complainant remains dissatisfied with the way Friends of the New Selby War Memorial Hospital deals with their complaint there are a number of regulatory bodies to which they can report their concerns depending on the issue in question. These are detailed on appendix 2.

Friends of the New Selby War Memorial Hospital will co-operate fully in any enquiry made by a regulatory body.

5. Complaints against the York Teaching Hospitals NHS Foundation Trust

If any member of the public or volunteer approaches a Friends of the New Selby War Memorial Hospital representative with a complaint against the York teaching Hospitals NHS Foundation trust they will be directed to that Trust's Patient, Advice and Liaison Service based within York Hospital i.e.

Patient Advice and Liaison Service
York Hospital
Wiggington Road
York
YO31 8HE

pals@york.nhs.uk
01904 726262

6. Monitoring of complaints

The Trustees will be informed, by the Chairperson, of the outcome of any complaints received. This will be at the regular Trustees meetings.

7.Review of Policy

This policy will be reviewed every 2 years or sooner in the event of changes in guidance or legislation.

Appendix 1

Acknowledgement of receipt of a complaint

Dear

Thank you for your communication of detailing your concerns about

Your complaint will be investigated byChairperson of the Friends of the New Selby War Memorial Hospital and you will receive a response within days of this letter.

We are sorry that you feel dissatisfied with the action of the Friends of the New Selby War Memorial Hospital. We aim to provide the highest level of respect and care in the provision of our services and take complaints seriously. We will use this opportunity to reflect on our practices to learn lessons.

Your sincerely

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Administrator and Volunteer Co-ordinator
Friends of the New Selby War Memorial Hospital

Appendix 2

Regulatory bodies

If a complainant is unhappy about how Friends of the New Selby War Memorial Hospital deals with a complaint they may refer the complaint to one of the following regulatory bodies. This list is detailed but not necessarily exhaustive.

Fundraising complaints

The Fundraising Regulator will deal with complaints about:

- The way Friends of the New Selby War Memorial Hospital has asked for donations
- How fundraisers have behaved

Address: Fundraising Regulator, 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

Advertising complaints

The Advertising Standard Authority will deal with complaints about:

- An advertising campaign which is thought to be offensive, deceptive or inaccurate
- The amount of emails or mail from a charity

A complainant can change how often they get emails, phone calls, texts or post from a charity using the Fundraising Preference Service.

Address: Advertising Standards Authority Ltd/Committee of Advertising Practices Ltd, Mid City Place, 71 High Holborn, London, WC1V 6QT

Tel: 020792 2222

www.asa.org.uk

Data breaches

The Information commissioners office will deal with complaints about data breaches.

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

ico.org.uk

Other serious complaints

The Charity Commission will deal with other serious concerns for example if a charity is:

- Not doing what it claims to do
- Losing lots of money
- Harming people
- Being used for personal profit or gain
- Involved in illegal activity

Address: Harmsworth House, 13 – 15 Bouverie Street, London, EC4Y 8DP

Tel: 0300 066 9197

www.gov.uk/government/organisations/charity-commission