



**Policy No: 6**

**Version: 2**

## **Complaints Policy**

Date approved	14 May 2018
Approved by	Board of Trustees
Review date	June 2022

# Contents

<b>Section</b>	<b>Page</b>
1. Introduction	3
2. Definition of a complaint	3
3. The complaints process	3
4. Dissatisfied complainants	4
5. Complaints against York Teaching Hospitals NHS Trust	4
6. Monitoring of complaints	5
7. Review of policy	5
<b>Appendices</b>	
Appendix 1    Template for acknowledgement of complaint	6
Appendix 2    Consent form for complaints	7
Appendix 3    Regulatory bodies	8

## Version control

<b>Approved/amended date</b>	<b>Version</b>	<b>By</b>	<b>Issue</b>
14 May 2018	1	Board of Trustees	New policy
6 July 2020	2	Board of Trustees	Minor amendments & CIO update

# Complaints Policy

## 1. Introduction

At Friends of York Hospitals (FOYH) we always aim to treat our donors, members, volunteers and members of the public with the highest level of care and respect. FOYH 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.

FOYH is regulated by the Charity Commission: Registered Charitable Incorporated Organisation 1183252.

## 2. Definition of a complaint

We define a complaint as a situation or instance where either an individual or organisation, considers that FOYH 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 Volunteer Manager & Administrator  
Friends of York Hospitals  
York Hospital  
Wiggington Road  
York  
YO31 8HE

[Contact.us@foyh.org.uk](mailto:Contact.us@foyh.org.uk)  
01904 726762

## 3. The complaints process

Complaints about FOYH may come from a variety of sources and be about a variety of issues for example: data breaches, FOYH management or governance, fundraising activities, volunteers etc.

When a complaint is received from an individual who may be a member of the public, patient, trustee, hospital staff, volunteer\*, donor, member or another organisation it will be considered and investigated by the Chairman (or Vice-chair).

(NB if the complaint is about the Volunteer Manager & Administrator (VMA) then the administrative arrangements for the complaint will be carried out by an officer of the FOYH. If the complaint is about the Chairman or Vice-chair then an officer will lead the investigation.)

Upon receipt of a complaint the Volunteer Manager & Administrator (VMA) 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 (appendix 2); and
- inform the Chairman (or Vice-chair) of the complaint immediately.

The Chairman (or Vice-chair) 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 of the complaint;
- 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 as an observer and to give moral support. Notes will be taken of the meeting.

\* 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 (Procedure 1).

#### **4. Dissatisfied complainants**

If a complainant remains dissatisfied with the way FOYH 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 3.

FOYH 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 an FOYH 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 Board of Trustees will be informed by the Chairman of any complaints, the investigation process and the outcome of any complaints received at the regular Board of Trustee meetings. Further action required as a result of the complaint will be agreed by the Board of Trustees.

## **7. Review of policy**

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

**Acknowledgement of receipt of a complaint**

Dear .....

Thank you for your communication of ..... detailing your concerns about .....

Your complaint will be investigated by ..... Chairman of the Friends of York Hospitals and you will receive a response within 21 days of this letter.

\*As you are making this complaint on behalf of ..... we will need his/her consent to make investigations and share information with you. Could you please arrange for completion and return of the attached consent form so that we can take the matter forward.

We are sorry that you feel dissatisfied with the action of the Friends of York Hospitals. 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.

Yours sincerely

.....

**Volunteer Manager & Administrator  
Friends of York Hospitals**

**\*to be deleted if not appropriate**

### Consent form for Complaints

I .....

Give consent for .....to make a complaint on my behalf and that FOYH can share the information and outcome of the investigations with him/her.

Signed .....

Name .....

Date .....

Please return to:

The Volunteer Manager & Administrator  
Friends of York Hospitals  
York Hospital  
Wiggington Road  
York  
YO31 8HE

### Regulatory bodies

If a complainant is unhappy about how FOYH 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 FOYH 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](mailto: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, Castle House, 37-45 Paul St, Shoreditch, London EC2A 4LS  
Tel: 020 7492 2222  
[www.asa.org.uk](http://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  
[lco.org.uk](http://lco.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:** Redgrave Court, Merton Road, Merseyside L20 7HS

Tel: 0300 066 9197

[www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)