

Complaints and Disputes policy

St Richard's Hospice Fundraising department is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our donors, and we welcome feedback on where our services can be improved or where your expectations have not been met.

Issues of concern with regards to our annual raffle can usually be resolved by talking them through with one of our Fundraising team members. A telephone log sheet is completed at the same time of the call, detailing the callers contact details, who took the call, nature of the complaint and how the complaint was resolved. However, we recognize that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

We actively encourage our donors to use our Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This publication explains how the Complaints Procedure works, what you need to do and what you can expect. There are three levels – Fundraising Manager, Senior Management and CEO of St Richard's Hospice and the Gambling Commission License Holder.

Fundraising Manager (1st level)

If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided by one of our staff you should write or e-mail in the first instance to the Fundraising Manager, Rachel Jones rjones@strichards.org.uk

In expressing concerns it is helpful to include all relevant details such as nature of complaint, date, people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint the Fundraising Manager or one of her colleagues will acknowledge receipt of your letter in writing within 48 hours and you can normally expect a full written response within 10 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

Fundraising Director, Member of the Senior Management Team, Tricia Cavell (2nd level)

If, after receiving our response at the 1st level you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to the Fundraising Director tcavell@strichards.org.uk

You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 2nd level. It may be necessary for additional information to be sort from an external source. When this is necessary and we feel it may not be possible to respond to your complaint within 10 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

Chief Executive Officer and St Richard's Hospice Gambling Commission License Holder, June Patel (3rd level)

If, after receiving our response at the 2nd level you feel that your concerns have still not been fully addressed you can ask for your complaint to be referred to June Patel, CEO of St Richard's Hospice jpatel@strichards.org.uk

You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 3rd level. It may be necessary for additional information to be sort from an external source. When this is necessary and we feel it may not be possible to respond to your complaint within 10 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

Third arbitrator – the Hospice Lottery Association who will then refer to the Independent Betting Adjudication Service (4th level)

If, after receiving our response at the 3rd level you still feel that your concerns have not been fully addressed we will escalate the matter further to our third arbitrator – the Hospice Lottery Association who will escalate the issue to the Independent Betting Adjudication service:

Independent Betting Adjudication Service

PO Box 62639

London

EC3P 3AS

adjudication@ibas-uk.co.uk

Telephone - 020 7347 5883

The IBAS will consider your complaint in light of legalities, policies and procedures and draw final conclusions. In writing, the IBAS will then inform the complainant and St Richard's Hospice of their decision.

St Richard's Hospice, Wildwood Drive, Worcester. WR5 2QT

appeals@strichards.org.uk

01905 763963