

## Complaints Procedure

At York Teaching Hospital Charity we work hard to provide the best service we can through our fundraising and charitable activity.

However, we know that there may be times when we might not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.



### How to get in touch

- Share your suggestion or concern with a member of York Teaching Hospital Charity, call the office on 01904 724521 to speak to a member of staff that you are in contact with or ask to speak to a manager. They will do their best to sort it out as quickly as possible and if they can't deal with the matter, they'll contact someone else who can.
- Email [charity.fundraising@york.nhs.uk](mailto:charity.fundraising@york.nhs.uk) with your suggestion or concern, which will be passed on to an appropriate member of the team for action. We will respond to the same email address unless you tell us otherwise.

### To make a formal complaint

- To make our formal complaint about our fundraising, please put it in writing to our Fundraising Manager who coordinates complaints on behalf of the York Teaching Hospital Charity Corporate Trustee. Please include your full contact details in your correspondence so we are able to respond to you.  
Fundraising Manager  
York Teaching Hospital Charity  
2nd Floor Admin Block  
York Hospital  
Wigginton Road  
York  
YO31 8HE
- Your complaint will be acknowledged in writing within 7 days.  
We will investigate and provide you with a full written response to your complaint, wherever possible within 30 working days.  
If there is a delay in dealing with your concerns, we will keep you informed of our progress by writing to you at regular intervals.
- If your complaint is to do with fundraising and you feel that it has been unresolved by us then the Fundraising Regulator can investigate on your behalf. You must contact them within two months of receiving your response from us.  
Contact can be made by contacting the Fundraising Regulator online [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) by phone on 0300 999 3407 or by post at:  
Fundraising Regulator, 2nd Floor, CAN Mezzanine  
49-51 East Road, London, N1 6AH.

- If your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.  
The Charity Commission  
PO Box 1227  
Liverpool, L69 3UG  
[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)  
0845 3000 218
- If you wish to make a formal complaint about our hospitals or the care you, or someone you know, has received at York Teaching Hospitals NHS Foundation Trust, please refer to the Patient Advice and Liaison Service (PALS) who will be able to assist. You can call them Mon-Fri 08:30 – 16:30 on 01904 726262 or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk)

**Thank you for taking the time to help us improve our service.**