



Our complaints procedure

We always welcome your feedback with regards to our fundraising so we can provide the best service we can. If you have any concerns, please:

1. Talk 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 promptly and as amicably as possible.
2. Email our charity with your suggestions or complaint at charity.fundraising@york.nhs.uk Please include your full name, address and phone number so we can contact you.
3. If at this point you are not satisfied with your response, contact the York Teaching Hospital Charity's Trustee in writing at the following address:

York Teaching Hospital Charity Trustee
York Hospital
2nd Floor Admin Block
Wigginton Road
York
YO31 8HE

Your query will be acknowledged within 14 days, investigated within 30 days and we will advise you promptly of the outcome.

4. If you are still dissatisfied and your complaint is in relation to an alleged breach of the Institute of Fundraising's Codes of Fundraising Practice, then the Fundraising Standards Board (FRSB) will investigate your complaint and report their findings to you within 30 days. Your complaint must be reported within 60 days of receiving your response from the charity.
5. If you are still unhappy, you can ask the FRSB Board to adjudicate. They will review your complaint and report their conclusion within 60 days. The Board has the discretion to specify that either no further action is appropriate or to censure the charity and prescribe one or more sanctions.

6. Where your concerns relate to public collections, please contact:

- the Local Authority Licensing Officer
- the Police

7. Where your concerns relate to one of the following:

- dishonest handling of funds
- misapplication of charitable funds
- actions that contravene the York Teaching Hospital Charity's trust deed or charity law
- actions that threaten to bring the York Teaching Hospital Charity into disrepute

you should contact the Charity Commission for England and Wales:

Charity Commission

Telephone: 0870 333 0123

WEB: www.charity-commission.gov.uk