

Eden Valley Hospice Complaints Procedure

Eden Valley Hospice is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

Issues of concern to our members can usually be resolved by talking them through with the appropriate Fundraising Manager. A log of the call 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 recognise 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 members 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 two levels – Head of Fundraising and Senior Management.

Head of Fundraising Level (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 Head of Fundraising.

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 head of department or one of his/her colleagues will acknowledge receipt of your letter in writing within 48 hours (excluding weekends) 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.

Senior Management Level (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 Chief Executive and Senior Management Team.

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.

The Independent Betting Adjudication Service -IBAS (3rd Level)

If, after receiving a response to the 2nd level you feel your complaint has still not been fully addressed you may take the issue up with the Independent Betting Adjudication service.

IBAS acts as an impartial adjudicator on disputes that arise between gambling operators who are registered with IBAS and their customers. Through the Hospice Lotteries Association we are registered with IBAS and you are welcome to raise your complaint with them. You can only do this after the first two levels have been completed. For more details of the service operated by IBAS visit their website at: www.ibas-uk.com or telephone 020 7347 5883. You can also write to IBAS at: PO Box 62639 London EC3P 3AS