



## Complaints Procedure

The Royal Free Charity is committed to listening to our supporters and ensuring that we address any problems that arise promptly and with due care. Occasionally things can go wrong and if you feel you have any concern about any aspect of our service to you, this procedure outlines what you can do and how we will respond.

The Charity is a member of the Fundraising Standards Board (FRSB). This is the charity sector's self-regulatory scheme and, as members of the scheme, we follow the Institute of Fundraising's Codes of Fundraising Practice and comply with the key principles embodied in the codes.

If your concern is to do with fundraising and you feel that we have not resolved this to your satisfaction, then the FRSB can investigate your concern. You must contact them within two months of receiving your response from us.

We undertake to investigate all concerns, acting swiftly and responsibly to address the problem and tell you what we will do about it. We believe that by listening to and understanding your concerns these will help us to build a more effective and supporter-focused organization.

Methods of contact details of the various methods of contact are listed below, please use the method you feel most convenient to you

1. By Telephone 020 7472 6677
2. By Email [rfh.fundraising@nhs.net](mailto:rfh.fundraising@nhs.net)
3. By Letter to The Chief Executive, The Royal Free Charity, Pond Street, London NW3 2QG

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

Procedure Once we receive your concern it will be logged on to our system capturing all relevant information such as date received, contact details and as much information as possible relating to the complaint.

An acknowledgement of receipt will be issued by your chosen method of communication. Internally we will decide the best department to deal with the concern and an investigation will take place. Our Supporter Care Co-coordinator will ensure this process is managed from start to finish

The results of these investigations and any subsequent actions will be advised to you and we will ask you if this resolves your concern to your satisfaction. A report based on the complaints log will be issued to the FRSB in accordance to their reporting requirements.

### Timescales

You will receive an acknowledgement of your concern within a maximum of 5 working days of receipt. It is our policy to answer concerns and hopefully resolve them within ten working days or sooner. If the concern is particularly complex an immediate response may not be possible, we will however notify you of any delay in our timescales and we will investigate the matter and get back to you as quickly as we can.