



## Complaints Policy

The Friends of the Yeatman Hospital take complaints very seriously. If you have a complaint about our organisation, we want to hear about it, and we will do our best to put it right.

### **Our Complaints Procedure has the following goals, to:**

- deal with complaints fairly, efficiently and effectively;
- ensure that all complaints are handled in a consistent manner throughout;
- use complaints constructively in the planning and improvement of the Friends' activities
- To increase the satisfaction of Friends.

### **What is a complaint?**

A complaint is *an expression of dissatisfaction requiring a response* and can be written or verbal

### **How to complain**

The Trustees of the Friends would like to resolve any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact the Administrator (unless this is indicated differently under types of complaints.). If a solution is offered at this point, make a note of this.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

[admin@friendsoftheyeatman.org.uk](mailto:admin@friendsoftheyeatman.org.uk) or

Administrator

Friends of the Yeatman Hospital

Hospital Lane

Sherborne

Dorset DT9 3JU

### **What will we do on receiving your complaint? We will:**

- listen and record your complaint and advise you how it will be handled.
- investigate.
- take action to resolve the problem and tell you what the action is.
- take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for us.

Confidential information in relation to your complaint will be handled sensitively in line with GDPR.

We are unable to respond to anonymous complaints or matters for which the Friends are not directly responsible.

### **How long will it take to respond?**

We endeavour to respond full and conclusively to all complaints within 30 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

If an in-depth investigation is required, we aim to provide a response within 20 working days.

### **Types of complaints and how they will be handled.**

#### **Complaints by patients and staff of the Yeatman Hospital relating to Friends of the Yeatman Hospital Trustees or anyone acting on behalf of the Trustees.**

You should address the complaint to Matron who will follow Trust policies on handling the complaint but in addition will involve the Chairman of the Friends in its resolution. If it is the Chairman against whom the complaint has been filed, then the Vice- Chair would act with the Matron.

#### **Complaints by any person relating to Friends of the Yeatman Hospital Trustees or anyone acting on behalf of the Trustees.**

1. Raise the issue with the Friends Administrator, who will try to resolve the matter.
2. If you are not satisfied, please put your complaint in writing and it will then be considered by the Chairman who will examine the issues and hopefully resolve the matter.
3. If this fails, you will have the right to put the issue to a small committee of 3 trustees chaired by the Vice- Chair.
4. If these stages all fail, you will have the right to go to independent arbitration ( we would need to say who)

#### **Complaints by a Friends of the Yeatman Trustee concerning another Trustee**

1. Raise the issue with the Chairman who will try to resolve the issue. If the Chairman is the Trustee being complained about then the complaint would be dealt with by the Vice-Chair
2. If this fails, you will have the right to put the issue to a small committee of 3 trustees chaired by the Vice- Chair. If the Vice-Chair had already been involved, then one of the other nominated Trustees would act as chair
3. If these stages all fail, you will have the right to go to independent arbitration ( we would need to say who)

#### **Complaint regarding fund raising**

1. Raise the issue with the Friends Administrator, who will try to resolve the matter together with the trustee responsible for the activity
2. If you are not satisfied, please put your complaint in writing and it will then be considered by the Treasurer who will examine the issues and hopefully resolve the matter.

3. If this fails, you will have the right to put the issue to a small committee of 3 trustees chaired by the Chairman.
4. If this fails, you can contact the Fundraising Regulator at the following address:  
2<sup>nd</sup> floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH. T: 0300 999 3407 or E: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

### **Complaint regarding data protection**

1. Raise the issue with the Friends Administrator (Data Protection Officer), who will try to resolve the matter.
2. If you are not satisfied, please put your complaint in writing and it will then be considered by the Chairman who will examine the issues and hopefully resolve the matter.
3. If this fails, you will have the right to put the issue to a small committee of 3 trustees chaired by the Vice- Chair.
4. If these stages all fail you have the right to contact The Information Commissioner's Office , [casework@ico.org.uk](mailto:casework@ico.org.uk) 0303 1231113