

EDINBURGH CHILDREN'S HOSPITAL CHARITY COMPLAINTS HANDLING POLICY

We are keen to hear from you

ECHC aim to provide high quality services, which meet your needs. We want to hear about the times when we are not getting it right.

Please contact us to tell us if the services/activities we are delivering do not meet the high standards that you, and we, expect of us. We use your feedback as an opportunity to develop and improve our services, for the benefit of everyone we support.

The information below explains how we will handle your complaint, and what you can expect from us.

What is a complaint?

We consider a complaint as feedback showing dissatisfaction with any of our services or events provided by us, or on our behalf, and could be about an action taken, or a lack of action taken. We take any complaints that we receive seriously.

Who can complain?

Anyone who is directly involved in or affected by our services/fundraising activities can make a complaint to us. This includes a representative of someone who is unsatisfied with our service (ie. a friend, relative or advocate). If you are making a complaint on someone else's behalf, where possible, please provide their written consent to discuss the case with you, along with both of your contact details.

What can I complain about?

You can contact us about anything that you feel hasn't met the high standards you have of us, such as (these are examples, and not a full list):

- delays in responding to enquiries/requests
- failure to deliver a planned service
- standards of service from ECHC or a supplier we have instructed
- conduct, treatment or attitude by a member of staff or supplier we have instructed
- dissatisfaction with a fundraising activity carried out by ECHC, or by someone fundraising on our behalf
- incorrect processing of a donation

There are some things that we cannot deal with through our complaints handling procedure but would still want you to make us aware of. It may be that we require to deal with these using a different process and this will be explained to you by an appointed member of ECHC staff.

If we receive a complaint that cannot be handled through this procedure we will inform you, and offer advice on what steps will be taken next.

How do I complain?

It is better for all concerned if complaints are dealt with informally, quickly, and by a member of the team from the service you are complaining about. Please try to talk to a member of staff who will willingly try to resolve the issue for you. If you don't know who to speak to, then please contact ECHC by phone or

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email (contact details below), or by speaking to a member of staff (identified by their ID badge) in the hospital or at the event.

Normally a complaint should be made within three months of the event you wish to complain about or finding out that you have a reason to complain. We may be able to respond to complaints made after this time, however a full response may be difficult to provide if too much time has elapsed since the event. If you feel that the time limit should not apply to your complaint, please tell us why.

If you require support to help you make a complaint, we can provide someone to assist you with this. You might like help to write it down or someone to accompany you when you discuss it. Please let us know and we will try our best to help with this.

When bringing your complaint to our attention, please include the following information:

- Your full name and contact details
- The name and contact details of the person who you are complaining on behalf of (if relevant), along with their written consent to discuss the matter with you.
- As much information as you can about the complaint, including what happened, when, and who was involved.
- What outcome you are seeking.

Our contact details:

You can contact us in whichever way is most convenient to you:

- Email us at : hello@echcharity.org
- Call us on : 0131 668 4949
- Write to us at: Edinburgh Children's Hospital Charity, First Floor, 1 Wester Shawfair, Danderhall, Dalkeith, EH22 1FD.

What happens next?

We will work together with you as a team to try to resolve the complaint you have raised. We have three stages to our complaints handling procedure:

Stage 1 : Initial Response

We aim to resolve complaints quickly, where possible the person receiving the complaint will try to resolve this straight away, with an on-the-spot explanation, or agreement of immediate actions to resolve the problem.

If you are not satisfied with the initial response, the complaint will be passed onto the departmental manager. You will be informed of their name and job title, and can expect to receive a response within five working days. Sometimes a full response cannot be provided in this timeframe, in which case a further five working days will be necessary. If a full response still cannot be provided, you will be contacted to let you know why, and what is happening next.

If you remain dissatisfied after this, the complaint will be escalated to our Chief Executive Officer who will acknowledge receipt of the complaint within five working days, and aim to provide a full response within a further five working days.

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If you are dissatisfied with the response we give you at this stage, you can choose to take your complaint to stage 2. This should be within two months of receiving your stage 1 response. If you feel the time limit should not apply to your complaint, please tell us why.

Stage 2 : Further Investigation by our Board of Trustees

You can appeal to our Board of Trustees if you are unhappy with our response, and you feel your complaint has not been resolved. This must be within two months of receiving your response at the end of stage 1.

The complaint should be sent in writing by email or by post marked for the attention of 'Chair, ECHC Board of Trustees) at the ECHC head office address (see contact details above). Please let our trustees know what you are dissatisfied with, and what you would like to happen to put it right.

The complaint will be acknowledged by a designated member of our Board of Trustees within seven working days of receipt, and a response will be provided as soon as possible, either on a date specified on the acknowledgement, or within 20 working days from the date of acknowledgement.

If it is not possible to respond fully within that timescale, a representative from the Board of Trustees will contact you to let you know why, and when you can expect a full response.

Stage 3 : No satisfactory resolution reached

If, after the Board of Trustees have given their final response in stage 2, you are still dissatisfied with our response and our decision, or the way that we have handled your complaint, you can refer your concerns to the Office of the Scottish Charity Regulator (OSCR) or the Scottish Fundraising Adjudication Panel (part of OSCR). OSCR are an independent body who act in the interest of the public. Information about their concern handling procedures can be found here:

General complaints:

[2014-12-22-oscr-inquiry-policy-document.pdf](https://www.oscr.org.uk/media/1768/2014-12-22-oscr-inquiry-policy-document.pdf)

(<https://www.oscr.org.uk/media/1768/2014-12-22-oscr-inquiry-policy-document.pdf>)

Fundraising activity complaints:

[Complaints-Procedure-December-2021-FINAL.pdf \(goodfundraising.scot\)](https://goodfundraising.scot/wp-content/uploads/2021/12/Complaints-Procedure-December-2021-FINAL.pdf)

(<https://goodfundraising.scot/wp-content/uploads/2021/12/Complaints-Procedure-December-2021-FINAL.pdf>)

If you choose to contact OSCR or Scottish Fundraising Standards Panel, on request we will forward you all of the recorded communication relating to the complaint, along with an outcome report to assist you. You will need to know our Registered Scottish Charity Number, which is SC020862. Please allow seven working days to respond to your request.

To escalate your concerns to either of these organisations, you can complete an online form or download and complete a concern form to be emailed or posted to them.

Online forms:

[OSCR | Raise a concern \(https://www.oscr.org.uk/about-charities/raise-a-concern/\)](https://www.oscr.org.uk/about-charities/raise-a-concern/)

[The Three Stage Process – Scottish Fundraising Adjudication Panel \(www.goodfundraising.scot/make-a-complaint\)](http://www.goodfundraising.scot/make-a-complaint)

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We truly appreciate your time and support, and for helping us develop our services and fundraising activities.

The information in this leaflet can be provided in other formats on request (ie large print, audio).

Complaints Procedure

- You can make a complaint in person or on someone else's behalf by phone, email, or in writing.
- We have a 3 stage complaints handling procedure. We will always try to resolve your complaint quickly, but if the matter needs investigation, we will tell you and keep you updated.

Stage 1 – Initial Response

- We will try to respond as soon as you make your complaint.
- If the initial response is not to your satisfaction, we will inform the departmental manager of the complaint and aim for a response within five working days.
- If the complaint is still unresolved, our CEO will respond within ten working days.

Stage 2 – Further Investigation

- If after stage 1 you do not feel your complaint has been resolved to your satisfaction, you can refer your complaint in writing to our Board of Trustees.
- They will acknowledge receipt within seven working days.
- They will aim to resolve the complaint within 20 working days from the date of acknowledgment unless there is a need for a longer investigation. You will be kept updated should this be the case.

Stage 3 – No satisfactory resolution reached

- If after receiving our final resolution after stage 2 you remain dissatisfied with the decision or the way we have handled your complaint, you can refer it to the Office of the Scottish Charity Regulator (OSCR) or the Scottish Fundraising Adjudication Panel.
- On request we will provide copies of the written documentation we have relating to the complaint, along with an outcome report to assist you