

Friends of the Hospital of St. Cross Handling of Complaints Procedure

The Charity has an excellent record but, with some 200 volunteers, any of the Charity's volunteers may however find themselves fielding a complaint and these may come in three categories:

- a. A complaint against hospital staff or a service
- b. A complaint about a Charity volunteer
- c. A complaint about the Charity or a service operated by the Charity

The Charity does not currently have a designated complaints handler as it is acknowledged that complaints are very rare.

1. Advice to volunteers

Volunteers are advised to deal with any complaint as follows:

a. Complaint about hospital staff or service:

Explain that you are in the hospital in a voluntary capacity and where possible take the complainant to the head of service in the area where the volunteer is working. If that is not possible, escort the complainant to the hospital General Office in Brookfield House.

b. Complaint about a Charity volunteer or about a service operated by the Charity:

Explain that there is no Charity trustee on site and invite the complainant to write to the Secretary of the Friends of the Hospital of St Cross, Brookfield House, Hospital of St Cross, Barby Road, Rugby. CV22 5PX

2. Trustee action

- a. On receipt of a letter of complaint, an acknowledgement will be sent within three working days of receipt and the Chairperson informed. The Chairperson will ensure the Trustee who received the complaint is making suitable arrangements and will be kept informed by receipt of a copy of all correspondence. If the Trustee who oversees a service or activity is not available the Chairperson will nominate another trustee.
- b. The Trustee who is dealing with the complaint will then arrange to meet the complainant and/or investigate the complaint. The aim should be to seek resolution within ten working days; the response will give details of the outcome of the investigation and of any changes that may be made as a result of their complaint and any due apologies. **The Chair needs to see a draft of this final letter, prior to sending, which leaves them free to be part of any further action required.**
- c. If there is still no resolution refer to the Chairperson for any possible action. The Chairperson, in consultation with the President will agree a response. It should be the aim to conclude this stage within ten working days.

Note: Where a complaint leads to disciplinary action against one of the Charity's volunteers, this will be dealt with under the existing Disciplinary Procedure.

Updated January 2018

FUTURE REVIEW; by Governance Review Team or the Board; 2020 and two yearly
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Approved February 2016