

## ----- **Complaints Procedure**

St Catherine's 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 one of our lottery staff. A telephone log sheet 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 department and senior management.

### **Head of Department Level (1<sup>st</sup> level)**

If we haven't reasonably met your expectations or you wish to make a complaint relating to lottery collections or procedures, you should telephone, write or e-mail in the first instance to the head of department.

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. Our aim is to resolve the complaint to your complete satisfaction at this level either by telephone, letter or email.

### **Senior Management Level (2<sup>nd</sup> level)**

If, after receiving our response at the 1<sup>st</sup> level you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to the Senior Management.

You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 2<sup>nd</sup> 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.