

HOSPITAL ROOMS

Our Fundraising Complaints Procedure

1. If a complaint about fundraising is received from a member of the public (the “complainant”), Hospital Rooms will acknowledge the complaint in writing within 14 days of receipt of the complaint and provide them with a copy of Hospital Rooms’s complaints procedure and the Fundraising Promise or, if they have access to the internet, with details of Hospital Rooms’s website. The acknowledgement will also confirm that Hospital Rooms will seek to resolve the complaint within 30 days.
2. Hospital Rooms will investigate the complaint and will advise the complainant of the outcome of the investigation within 30 days of receipt of the complaint. In exceptional circumstances, Hospital Rooms may need more than 30 days to gather all the information required for its investigation (for example, if a key member of staff is on annual leave or sick). If this happens, Hospital Rooms will contact the complainant in writing with a copy to the Fundraising Regulator (“the regulator”) outlining the situation.
3. If the complainant is dissatisfied with the outcome of Hospital Rooms’s investigation, the complainant may refer the complaint to the regulator within two months of receiving Hospital Rooms’s response.
4. Once the regulator has received the complaint, it will contact Hospital Rooms to let it know and to get background information about the complaint, and the regulator will investigate the complaint and seek a resolution with all parties concerned within 30 days. If the complainant is still not satisfied, they can seek adjudication by the regulator.

Contact the Fundraising Regulator:

Online

<https://www.fundraisingregulator.org.uk/>

By Email

complaints@fundraisingregulator.org.uk

By Post

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW

By Phone

call 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)

Contact Us: Ania Patla, Head of Partnerships & Special Projects, Hospital Rooms, 102 Lock Studios 7 Corsican Square London E3 3YD E: ania@hospital-rooms.com