

HOSPITAL ROOMS

COMPLAINTS

POLICY & PROCEDURE



A) INTRODUCTION

A complaint is a formal expression of discontent where something about the service is unsatisfactory or unacceptable.

Hospital Rooms is committed to ensuring that its work is of the highest quality. The complaints policy and procedures allow Hospital Rooms to record and review its work, to enable continuous learning and improvement for its future.

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B) PURPOSE

The purpose of this policy is to ensure that people have the opportunity to make complaints about the service and work of Hospital Rooms should they need to, that all complaints are taken seriously, investigated diligently and objectively; and that the outcome is clearly communicated to the complainant.

C) POLICY

Our policy is:

- To provide a complaints procedure which is fair, easy and as transparent as possible.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To ensure complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- To make sure all complaints are investigated efficiently, appropriately and within the agreed time frame.
- Wherever possible to make sure that complaints are resolved and that relationships are repaired.
- To learn from complaints and use the procedure to improve Hospital Rooms' work and drive forward a culture of continuous improvement.

D) PROCEDURE

MAKING A COMPLAINT ABOUT HOSPITAL ROOMS

COMPLAINTS (Other than regarding CEO)

STAGE ONE (INFORMAL)

- To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned (if you feel comfortable doing this) or their line manager and Hospital Rooms will respond to your complaint and let you know of any remedial action that is to be taken.
- If you do not know who to contact or you do not want to contact the individual(s) involved or their line manager, please email Tim (CEO) at tim@hospital-rooms.com
- Hospital Rooms will acknowledge your complaint (usually by email if provided) within 3 working days.

- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will endeavour to respond to Stage 1 complaints within 7 working days.

STAGE TWO (FORMALLY REGISTERING A COMPLAINT)

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to the CEO.
- Please submit the details of your complaint verbally by telephone or in person, or by emailing the COO (kirsty@hospital-rooms.com) or in writing FAO COO, Hospital Rooms, Studio 102, 7 Corsican Square, London, E3 3YD
- Hospital Rooms will acknowledge your complaint (usually by email if provided) within 3 working days.
- Hospital Rooms will write to you within 10 working days from the date of the complaint or will write to you within this period with an alternative reasonable time frame stating the reasons for this extended period.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to the CEO or Director and given the option to appeal (Stage 3).

STAGE THREE (APPEAL)

- To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the Chair of Trustees.
- The Chair will make the final decision of the complaints process. They will review the investigation(s) conducted, make any further enquiries and/ or investigation considered necessary and then deliver their final decision with reasons.
- The Chair will write to you within 20 working days from the date of the appeal or will write to you within this period with an alternative reasonable time frame stating the reasons for this extended period.

COMPLAINTS REGARDING A CEO or DIRECTOR

If a complaint is about the CEO or Director then it should be addressed to Deborah Bowman who is responsible as Chair of the Board of Trustees of the organisation.

MAKING A COMPLAINT ABOUT A SERVICE OR HOSPITAL

Complaints received about a hospital, their staff or their volunteers will be directed to the relevant NHS Trust or organisation who should instigate their own complaints policy and procedures. Depending on the nature of the complaint against a partner hospital, Hospital Rooms may also decide to investigate.

To make a complaint please speak to or email your Hospital Rooms primary contact or the COO (see above for details).

Hospital Rooms will acknowledge your complaint within 3 working days and pass to the relevant NHS Trust or organisation.

E) CONFIDENTIALITY

All complaint information will be handled sensitively in line with our Privacy Policy, telling only those who need to know and following any relevant data protection requirements.

F) FUNDRAISING REGULATOR

If you are dissatisfied with Hospital Rooms' response to your fundraising complaint you can contact the Fundraising Regulator to access their independent complaints procedure.
<https://www.fundraisingregulator.org.uk/complaints>

G) CHARITY COMMISSION

If you are dissatisfied with the outcome of the Hospital Rooms' complaints process, you can contact the Charity Commission to raise a concern.

<https://forms.charitycommission.gov.uk/raising-concerns/>

H) MONITORING & REVIEW

This document will be reviewed by the board of Hospital Rooms trustees in March 2024.

Name: **Deborah Bowman**

Position: **Chair**

Signed:



Date: **27.06.23**