

APPENDIX A

COMPLAINTS PROCEDURE

King's College Hospital Charity aims to maintain high standards in all of its work, but we recognise that we can sometimes get things wrong, despite our best intentions. Without your feedback we would not be able to improve the service we offer to you in the future, and therefore we value and take seriously any feedback you provide.

Your personal information: If you use our complaints procedure, you are agreeing that we can use personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so. If you are able to give this permission when you contact us with details of your complaint, this can help us to start the investigation quickly.

The information below outlines our complaints procedure.

Stage One

If you wish to make a complaint please contact us by telephone, email or post using the contact details below. To help us investigate and address all complaints, we ask you to provide us with as much information as possible.

- The reason for your complaint
- Where and when what you're complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

You can telephone our Supporter Care team on **020 4526 8051** or email **info@supportkings.org.uk**

If you would prefer to write, please send your complaint to:

Supporter Care Team
King's College Hospital Charity
245A Coldharbour Lane
London
SW9 8RR

- We aim to resolve complaints as quickly as possible. But if we need a little longer to investigate, we commit to acknowledging your complaint within 2 working days
- Providing details of the person investigating your complaint
- Providing a timescale for resolution, 15 working days from your initial complaint

Stage Two

If, for any reason, you are not happy with the resolution of your complaint, you can bring this to the attention of our Director of Fundraising and Communications who will inform the Director of the department that the complaint relates to.

Please set out clearly in writing to the address above or via email to info@supportkings.org.uk the details of the complaint, explaining why you are not satisfied with our response and what you would like us to do to put things right.

We will send an acknowledgment to you within 2 working days and personally investigate your complaint and respond within 15 working days.

Stage Three - Taking your Complaint outside King's College Hospital Charity

If your complaint is about our fundraising work or activities and you are not satisfied with our final response, you can take the matter to the Fundraising Regulator. This is the independent regulator of charitable fundraising that works to ensure that organisations raising money from the public do so honestly and properly. We are registered with the Fundraising Regulator and have agreed to adhere to the highest standards of good practice and their Fundraising Promise. We are committed to abiding by any decision they reach on complaints that are escalated to them. You can read the Fundraising Promise on the Fundraising Regulator's website or contact them in writing or via email:

Fundraising Regulator
2nd floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH.
Email: enquiries@fundraisingregulator.org.uk

If your complaint relates to our licensed gambling activity, for example the King's Lottery, as part of King's College Hospital Charity's commitment to the regulations set out by the Gambling Commission arrangements are in place for you to refer your dispute to an Alternative Dispute Resolution entity, free of charge.

If your complaint relates to the handling of your personal data and you are still dissatisfied with the way your complaint has been handled, you may raise it with the Information Commissioner's Office:

Information Commissioner's Office (ICO)

Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF

Helpline: 0303 123 1113 (open Monday - Friday, 9am-5pm)

You can also [visit their website here](#).

If your complaint is about any other aspect of our charitable work, you may wish to contact the Charity Commission:

Charity Commission Direct
PO Box 1227
Liverpool
L69 3UG
Tel: 0845 300 0218
Website: www.charity-commission.gov.uk