

COMPLAINTS PROCEDURE

INTRODUCTION

University Hospitals Birmingham (UHB) Charity views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at UHB Charity knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

DEFINITION OF FEEDBACK AND A COMPLAINT

Feedback, for the purpose of this policy, is defined as an expression of a specific opinion or view on procedures, employees, fundraising activities or quality of the UHB Charity services.

We are committed to ensuring the quality of our service which is why feedback, including when we get things wrong, is important to us. We will ensure all comments are recorded and considered, enabling improvements to be made where appropriate.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of UHB Charity, encompassing our fundraising, our grants, our service and our staff.

WHERE COMPLAINTS COME FROM

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in UHB Charity, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by

email or in writing. This policy does not cover complaints from Charity staff, who should refer to UHB Charity internal policy on such matters.

CONFIDENTIALITY

All complaint information will be handled sensitively. While UHB Charity will treat any information given to us sensitively, we cannot always guarantee to keep your identity confidential as we may need to disclose your identity if required to do so by law. It should also be noted that your identity may be recognisable to others during the investigation due to the nature of the complaint, although we will endeavour to limit the risk of this where possible.

All complaints will be logged for reporting and monitoring purposes. Details of complaints are kept in accordance with our Data Protection Policy.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Board of Trustees of UHB Charity.

Responsibility for handling the complaint lies with the person who takes it and, where appropriate, the manager they have escalated it on to.

REVIEW

This policy is reviewed annually and updated as required.

COMPLAINTS PROCEDURE OF UNIVERSITY HOSPITALS BIRMINGHAM CHARITY

Contact Details for Complaints:

Letter: University Hospitals Birmingham Charity at UHB Charity, 5th Floor Nuffield House, Queen Elizabeth Hospital, Birmingham, B15 2TH

Email: charities@uhb.nhs.uk

Phone: 0121 371 4852

In person: to any UHB Charity staff or Trustees at the same address as above or at any of our events.

If you are dissatisfied with any aspects of our work or services, we want to make sure that we investigate your complaint thoroughly and provide you with a timely response. To allow us to do this, please provide as much information as possible when contacting us, including:

- The reason for your complaint
- Where and when it happened

- The name(s) of anyone involved (if known)
- The outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email).

RECEIVING COMPLAINTS

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media. Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to UHB Charity, e.g. donor, volunteer, hospital staff member
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

RESOLVING COMPLAINTS

Stage One

Person receives complaint – resolves or escalates



Details passed to member of the senior leadership team within 48 hours – recorded and/or actioned



Person making complaint contacted by senior leadership team within 5 working days



Complaint and resolution to complainant within one month, or advised on length

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the UHB Charity Chief Executive or member of the senior leadership team, within 48 hours.

On receiving the complaint, the Charity Chief Executive or member of the senior leadership team records it in the Complaints Register. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take

appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.

At this stage, the complaint will be passed to the Board of Trustees. The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

The Board may vary the procedure to avoid a conflict of interest.

External Stage

If you are not satisfied with our response, you can contact the Charity Commission on 0845 300 0218 or visit their website www.charitycommission.gov.uk for advice.

If your complaint related to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator, The Information Commissioner's Office (ICO) www.ico.org.uk.

All complaints related to our fundraising practices can be escalated to the Fundraising Regulator on 0300 999 3407 or on their website www.fundraisingregulator.org.uk. If you receive a response from us about a fundraising matter that you are not happy with, the Fundraising Regulator requires that you notify them of this within eight weeks of hearing from us.

MONITORING AND LEARNING FROM COMPLAINTS

The Complaints Register is reviewed regularly to identify any trends which may indicate a need to take further action.