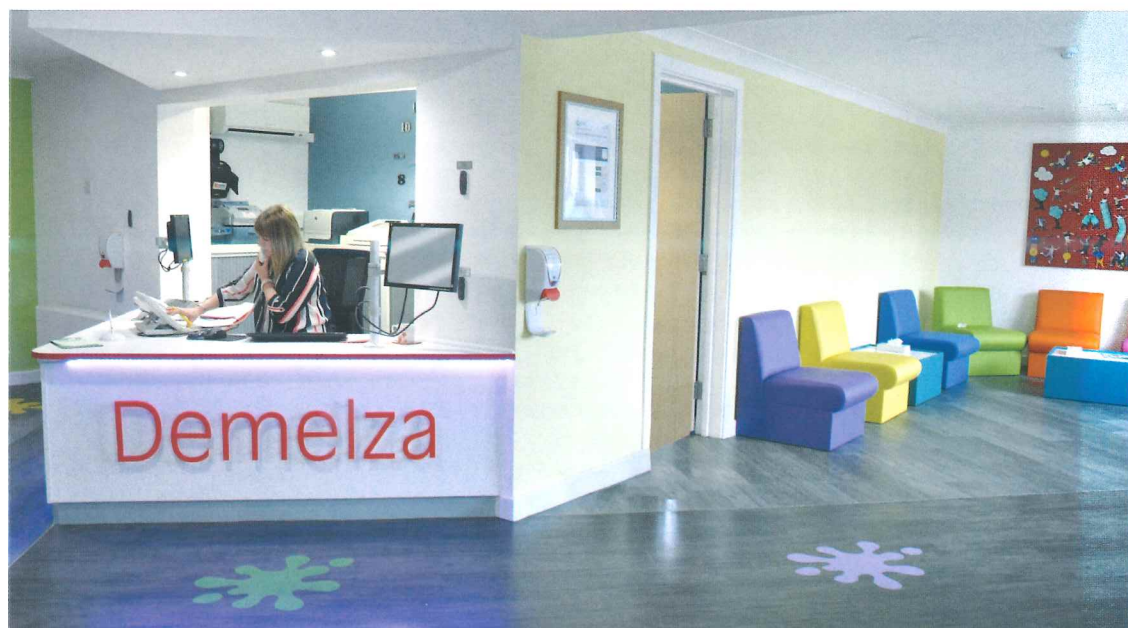





Demelza
Hospice Care for Children

A guide to making a complaint





Demelza values each and every person with whom we come into contact. We are committed to providing a high quality service across all areas of the charity and working in an open and accountable way.

Who can complain?

Demelza's complaints procedure is available to those who use Demelza services including those affected by fundraising activities and customers in Demelza shops. You can share your concerns or register a complaint when you are dissatisfied with any aspect of Demelza services or activities. This leaflet will provide you with a guide to making your complaint and what you can expect from us. If you require this leaflet in a different language, please contact us on 01795 845200.

Our commitment to you

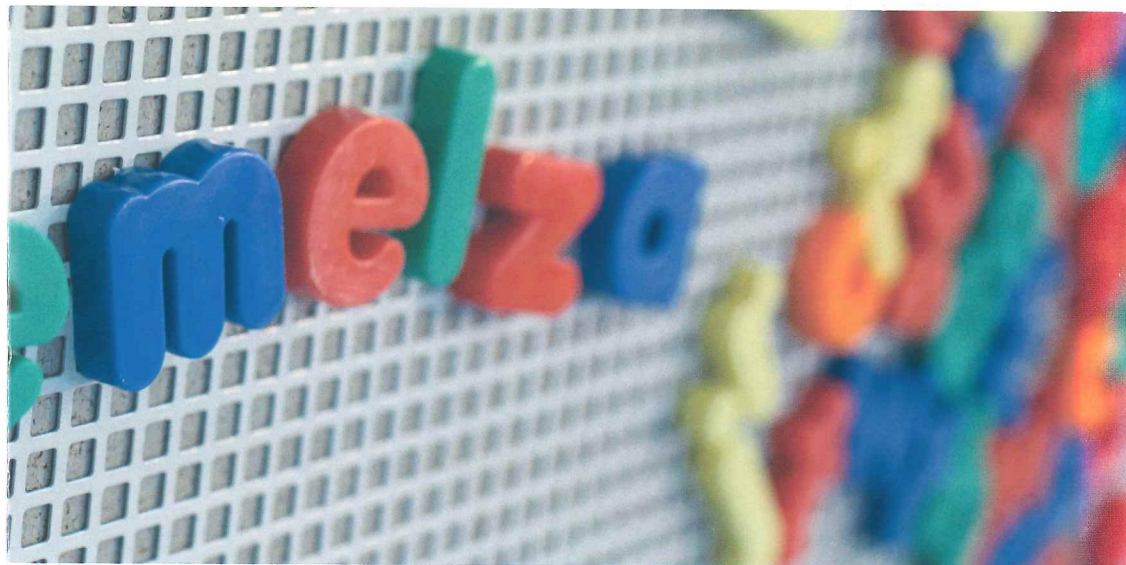
You will be able to continue to use the full range of services offered by Demelza during and after your complaint, no matter what the result, and you will be treated fairly and with respect at all times.

How to make a complaint to Demelza

In the first instance, you can go to the manager of the service you are complaining about and raise your concerns with them. They will look into your concerns at a local level and come back to you once they have done so. This is known as local resolution and you can still receive a letter from us following any investigations they may undertake, if you would find this helpful. If you would like to make a more formal complaint, please contact us with as many details as possible indicating what you feel has gone wrong. To make your complaint please contact complaints@demelza.org.uk letting us know the nature of your complaint and whom, or what, it is against. You can also write to us at **Complaints, Demelza Hospice Care for Children, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ** or call us on **01795 845200**.

What will happen once you have made a formal complaint?

- We will acknowledge receipt of your complaint within 3 working days of receiving it.
- We will aim to resolve the complaint with you in a way that is appropriate, and depending on the severity of the issue, but if a locally handled resolution is not possible, we will then fully investigate your complaint. We will do that as quickly as we can but may need to speak to various people to find out what happened, what may have gone wrong, and what we will do to rectify it.



- We will then respond via letter (sent by email or post), within 25 working days, acknowledging your complaint, setting out the conclusions we have made and any actions we have taken as a result of your complaint.
- If we need to make further investigations we will let you know how long we expect it to take.
- All complaints are logged centrally and copies of all correspondence and outcomes are kept on our secure database.

When would we not respond to a complaint?

There may be rare occasions when we choose not to respond to a complaint at all. These may include:

- When a complaint is about something that Demelza has no direct connection to. We may choose to reply to clear our name, but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again. We will always inform you of our decision to do this.
- When someone is obviously being abusive, prejudiced or offensive in their complaint.
- When someone is harassing a staff member through a complaint.
- [When a complaint is incoherent or illegible.](#)
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- Demelza cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can

What will happen if you are not satisfied with our response?

Demelza will always endeavour to respond to complaints quickly and effectively. However we do recognise that, from time to time, people may be unhappy with the responses that we provide. If, upon conclusion of the investigation into your complaint, you are not satisfied with our response, you can lodge an appeal in writing within 20 days of receipt of the response. If it is deemed that the original outcome to the complaint is not to be upheld, then an appeal will be escalated to staff not involved in the original investigation. They will then try to understand why you remain dissatisfied, and will discuss whether your complaint can better be rectified.



Who else can help?

If your complaint is care related and you feel it has not been resolved by us, you can contact the Care Quality Commission:

Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle-upon-Tyne, NE1 4PA

Tel: 03000 616 161 email: enquiries@cqc.org.uk

If your complaint is about fundraising and you feel that it has not been resolved by us, you can contact the Fundraising Regulator who can then investigate your complaint. You must contact them within 2 months of receiving your response from us:

Fundraising Regulator

2nd floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH

Tel: 0300 999 3407 www.fundraisingregulator.org.uk

If your complaint is about the handling of your personal data and you feel that it has not been resolved by us, you can contact the Information Commissioner's Office on **0303 123 1113** or **www.ico.org.uk/concerns**

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied with our response then you can contact the Charity Commission:

The Charity Commission

PO Box 1227, Liverpool, L69 3UG

Tel: 0845 3000 218 www.charity-commission.gov.uk

Personal information

If you use our complaints procedure, you are agreeing that Demelza can use your personal details for purposes connected with resolving your complaint. We will only share your personal details with your permission.

Our pledge to you

We treat all complaints as an opportunity for continuous improvement, and are happy to acknowledge where we have made mistakes, sincerely apologise for them and to try to prevent them from happening again. Thank you for helping us to provide a better service.



www.demelza.org.uk

Registered Charity Number: 1039651

Demelza
Hospice Care for Children