

GOSHCC Complaints Policy

Introduction

At GOSHCC we always aim to treat all our donors and supporters with the highest level of care and respect. When a complaint is received it will be logged and investigated promptly in line with our Supporter Commitment. To view our Supporter Commitment in full, please click [here](#).

GOSHCC seeks to constantly improve its service to donors, supporters and members of the public and ensure our policy adheres to best practice. Therefore, we regard complaints as an opportunity for us to reflect on our processes and practices and see if there are opportunities for us to strengthen and improve them. However, on occasion we recognise that we may not meet our high standards.

GOSHCC is regulated by the Fundraising Regulator (FR), the independent regulator of charity fundraising. The FR sets and promotes the standards for all fundraising activity, known as the “Code of Fundraising Practice”. For more information on the FR, please visit their website, www.fundraisingregulator.org.uk.

Definition of a complaint

We define a complaint as a situation or instance where either an individual or organisation, considers that GOSHCC has fallen short of their reasonable expectations and wishes to express their dissatisfaction. A complaint can be communicated to GOSHCC by any channel including, telephone, mail, email, social media or in person.

Supporter Services
Great Ormond Street Hospital Children's Charity
40 Bernard Street
London
WC1N 1LE
Email: supporter.care@gosh.org
Telephone: 020 3841 3131

GOSHCC's Complaints Process

We take all complaints very seriously and aim to resolve complaints quickly, fairly and effectively. We promise to deal with your complaint sensitively.

We will acknowledge your complaint, no later than two working days after receipt. Wherever possible, we will provide a full resolution to your complaint at the same time.

Where your concerns require us to undertake further investigations, and we are not able to provide a full resolution as part of our initial response, we will, within two working days after receipt, provide you with an expected timescale for our response as part of your acknowledgement and keep you up-to-date at regular intervals throughout our investigations. Where this is the case, we will also tell you who is managing your complaint so you have a point of contact should you need to get in touch with us. In any event, you should expect to receive a full response from us at the earliest opportunity and no later than 20 working days from the date we received your complaint.

In order to assist us with your enquiries, please provide your contact details and explain your concerns as clearly and fully as possible. There may be some occasions where we need to ask you for more information to investigate your concerns fully and, if this is the case, your kind response will enable us to resolve your complaint as promptly as possible.

We really hope that we are able to resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy you can request that your complaint be escalated to the Charity's Senior Management Team who will review your concerns and the initial outcome before responding to you fully.

Following this, if you remain dissatisfied you can get in touch with either the Fundraising Regulator, if your complaint is about fundraising, or the Charity Commission, for other areas of our work.

Their contact details are below:

Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH
www.fundraisingregulator.org.uk
Tel: 0300 999 3407
Email: enquiries@fundraisingregulator.org.uk

The Charity Commission
P O Box 1227
Liverpool
L69 3UG

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

Your Information

In order to manage our complaints process effectively, we maintain a log of all complaints raised, including information about you as the complainant. If you would like further information, or have any concerns, about the information we may hold about you in this regard, please refer to our Privacy Policy by clicking [here](#) or speak with a member of our Supporter Services Team.