

Complaints Procedure

Introduction

Great Ormond Street Hospital Children's Charity (GOSH Charity) seeks to constantly improve its service to supporters and our complaints policy adheres to best practice. 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](#).

GOSH Charity 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 its website, www.fundraisingregulator.org.uk.

What do GOSH Charity define as a complaint?

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

You can contact our Supporter Care by:

Email: supporter.care@gosh.org

Telephone: 020 3841 3131

Or write to us at:

Supporter Care
Great Ormond Street Hospital Children's Charity
40 Bernard Street
London
WC1N 1LE

Our complaints process

We aim to respond to all complaints and concerns, and resolve them 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 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/1 calendar month from the date we received your complaint.

In order to assist us with your enquiries, please 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.

On rare occasions we may choose not to respond to your complaint at all. These may include:

- When we believe a complainant unreasonably pursues a complaint that we have already responded to.
- When a complainant is being obviously abusive, prejudiced or offensive.
- When a complainant is harassing a staff member.

You may want to complain without sharing your personal details. If this is the case, please be rest assured GOSH Charity will investigate the complaint and use the information to improve in any way we can but will be unable to advise you of the outcome.

We really hope we can resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy you can get in touch with the following external regulators:

For complaints about any of our fundraising activities (excluding raffles):

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

For complaints relating to how the charity has conducted its raffle activity:

Pro Mediate
Brow Farm
Top Road
Frodsham
WA6 6SP
www.promediate.co.uk
Email: enquiries@promediate.co.uk
Tel: [0203 621 3908](tel:02036213908) or [01928 732455](tel:01928732455)

For complaints relating to how the Charity processes personal data:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

[Tel: 0303 123 1113](tel:03031231113)
www.ico.org.uk

For all other areas of our work:

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 Care Team.