

## Our Complaints Policy

Brighter Futures is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 01793 605631 email [gwh.fundraising@nhs.net](mailto:gwh.fundraising@nhs.net) or you can write to the following address:

Brighter Futures, Great Western Hospital, Marlborough Road, Swindon, SN3 6BB

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to PALs [pals.team@gwh.nhs.uk](mailto:pals.team@gwh.nhs.uk) who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Regulator. The Fundraising Regulator is the body that enforces (and where appropriate) revises the Code of Fundraising Practice (the Code) across the UK. They make rulings under the Code in response to complaints about fundraising practice. The Code applies to all fundraising carried out by charities and other organisations with a social purpose (fundraising organisations).

You can submit a complaint through the Fundraising Regulator website <https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>

Or, write to the Fundraising Regulator: 2nd Floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH.

Or, call: 0300 999 3407.

Please note that the Fundraising Regulator can only consider complaints received within 8 weeks of the original incident.