



Bolton Hospice
caring from the heart

Fundraising Complaints Procedure

Bolton Hospice is committed to fundraising best practice based on the core principles of honesty, transparency and accountability.

If you believe that these standards have not been met and wish to make a complaint about our fundraising please contact Alice Atkinson, Director of Income Generation & Communications, on 01204 663 055 or alice.atkinson@boltonhospice.org or by post at:

Bolton Hospice
Queens Park Street
Off Chorley New Road
Bolton
BL1 4QT

We will investigate any complaint about fundraising received within a reasonable timescale and will advise you of the outcome of the investigation in writing within 28 days of acknowledgement of receipt of the complaint.

If you are dissatisfied with the outcome of our investigation you can ask the Fundraising Regulator, the independent regulator of charitable fundraising in the UK, to consider it by submitting your complaint through the Fundraising Regulator's website www.fundraisingregulator.org.uk or calling 0300 999 3404, within two months of our response.

Bolton Hospice is registered with the Fundraising Regulator and required to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints received within 12 weeks of the original incident. In exceptional circumstances, complaints about older incidents may be considered by the Fundraising Regulator, although this is entirely at their discretion.

The Fundraising Regulator will acknowledge your complaint in writing within 5 days of receipt and advise you within 21 days whether the case:

- lies outside of their remit
- doesn't breach the Fundraising Code of Practice
- if there are regulatory matters that they intend to take forward with Bolton Hospice or
- if they propose informal resolution

The Fundraising Regulator aim to conclude 75% of cases within 90 days of receipt and 90%-100% of cases within 180 days of receipt.

We are required to keep a record of complaints, including details of the complaint, the date it was received, details of any investigation we have undertaken, and a copy of all communications regarding the issue. We will retain the records relating to a complaint for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed). Our record of complaints is available for inspection by the Fundraising Regulator on request after reasonable notice.