

BSUH Charity Complaints process

Introduction

At Brighton and Sussex University Hospitals Charity, we aim to treat all our donors and supporters with the highest level of compassion and respect. When a complaint is received it will be logged and investigated promptly.

Definition of a complaint

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

Brighton and Sussex University Hospitals Charity
Royal Sussex County Hospital
c/o Post Room
Eastern Road
Brighton
BN2 5BE
Email: charity@bsuh.nhs.uk
Telephone: 01273 664708

Making a complaint procedure

We take all complaints very seriously and aim to resolve complaints quickly, fairly, sensitively and effectively.

We aim to acknowledge your complaint, no later than five working days after receipt, and will provide a full resolution to your complaint as soon as possible.

In order to assist us with your enquiries, please provide your contact details and explain your concerns as clearly and fully as possible when making the complaint. 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 timely 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 Director 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. The Fundraising Regulator (FR) is 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 the [Fundraising Regulator website](#).

The contact details for The Fundraising Regulator and Charity Commission 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

PO Box 1227 Liverpool
L69 3UG

Tel: 0845 3000 218

www.charity-commission.gov.uk

Your information

BSUH Charity is committed to protecting your privacy. 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 contact us.