

Fundraising and Complaints

We seek to ensure that:

- complaints are dealt with consistently throughout Weston Hospicecare
- complaints are listened to and investigated thoroughly
- complaints are acknowledged speedily and recorded
- complaints are dealt with in an appropriate, fair and timely manner
- we learn from the complaint

The complaints procedure for fundraising

You can make a complaint by telephone, letter, email or in person.

Please write to:

The Fundraising Director
Weston Hospicecare Ltd
Jackson Barstow House
28 Thornbury Road
Uphill
Somerset BS23 4YQ

Telephone: 01934 423900

Email: mark.flower@westonhospicecare.org.uk

You can also use these contact details to discuss any issues or to provide feedback.

The Fundraising Regulator and Weston Hospicecare

We are a registered charity with the Fundraising Regulator, the independent regulator of charitable fundraising.

As a registered charity with the Fundraising Regulator, Weston Hospicecare agrees to adhere to the highest standards of good practice with our fundraising. You can read about the Fundraising Promise on the **Fundraising Regulator's** website.

You are entitled to take your complaint directly to the Fundraising Regulator and can contact them by calling 0300 999 3407 or by

emailing them at **enquiries@fundraisingregulator.org.uk**. They also have an online complaints form available on their website.