

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: julian.hall@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.