

## WUTH Charity Complaints Procedure

At WUTH Charity, we endeavour to provide the highest level of customer service to our supporters. However there may be times when we do not meet your expectations. Should you not be satisfied with the level of service provided, we do have a complaints procedure and welcome all feedback. We take complaints very seriously and treat them as an opportunity to improve our service to our supporters.

We seek to ensure that complaints:

- are listened to and investigated thoroughly;
- are dealt with consistently;
- are acknowledged speedily and recorded;
- are dealt with in an appropriate, fair and timely manner; and
- are learned from.

### How to make a complaint?

There are a number of ways in which you can get in touch with us.

You can call us on 0151 482 7788 Monday – Friday 9am to 5pm. Outside these hours, please leave a message and a contact number and someone will return your call as soon as possible.

You can email us at – [WUTH.Charity@nhs.net](mailto:WUTH.Charity@nhs.net)

You can write to us at the following address.

#### **WUTH Charity**

Wirral University Teaching Hospital NHS Foundation Trust,  
Financial Services,  
Willow House,  
Clatterbridge Hospital,  
Bebington,  
Wirral.  
CH63 4JY

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily. We aim to acknowledge your complaint within three working days of receiving the complaint, and to send a formal response within three weeks.

If you are not happy with our response please let us know as soon as possible. Your complaint will be referred to a more senior member of staff, who will carry out a review and let you know the outcome.

## The Fundraising Regulator & WUTH Charity



WUTH Charity has registered with the Fundraising Regulator (FR). The FR is the body which oversees self-regulation of fundraising in the UK. The FR scheme is open to all fundraising organisations. Having registered with the FR, WUTH Charity agrees to adhere to the highest standards of good practice in fundraising, and the Fundraising Promise. You can read our Fundraising Promise on WUTH Charity's website. You are entitled to take your complaint directly to the FR.

Their contact details are as follows.

### **Fundraising Regulator**

2nd floor  
CAN Mezzanine Building  
49-51 East Road  
London.  
N1 6AH  
Telephone: 0300 999 3407.

Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk).