

Telling us what you think: how to make a comment or complaint about our fundraising

The Appeals Office coordinates all fundraising for the Christie Hospital's Charity. We welcome any feedback that you can give us about our fundraising as we want to provide the best service we can. If this is not happening we need to know.

Here are the ways in which you can let us know what you think:

- 1. Talk to the member of staff that you are in contact with or ask to speak to a manager.** If you have a problem, they'll do their best to sort it out. If they can't deal with the matter, they'll contact someone else who can.
- 2. Fill in the comment form overleaf and hand it in or post it to us.** This form gives you the chance to make suggestions, say what you think needs improving or what you particularly appreciated. You can also fill in a form online at www.christies.org and email it to the Complaints Coordinator lesley.birkhead@christie.nhs.uk. You might find it quicker and easier to fill this form in rather than write a letter, but the choice is yours. You can still ask for it to be treated as a formal complaint. Just tick the box on the form, and give your name and address so that the Complaints Coordinator can send you a reply.

3. Write to the Complaints Coordinator

If you would like to make a formal complaint about fundraising, you can write to:

The Complaints Coordinator
Appeals Office
Christie Hospital NHS Foundation Trust
FREEPOST MR 9647
Manchester M20 7ZN

The Complaints Coordinator will make sure that the matter is investigated, and will write back to you. You will get a letter describing how your complaint has been looked into, and what is being done about it.

If you wish to make a formal complaint that is not related to fundraising then this will be handled by the Christie Hospital Foundation Trust's Complaints Manager and you should address your letter to the Chief Executive.

Timetable

If your complaint cannot be resolved straight away:

- We will acknowledge any written complaint within 14 days of it being received
 - We will provide you with a full written response to your complaint, wherever possible within 30 working days
 - If there is a delay in dealing with your concerns, we will keep you informed of our progress by writing to you at regular intervals
 - If our final letter to you does not satisfactorily answer your concerns and your complaint is in relation to an alleged breach of the Institute of Fundraising's Codes of Fundraising Practice then your complaint can be referred to the Fundraising Standards Board* within two months.
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COMMENT FORM

If you would like a personal reply to your suggestions or complaints, please write your name and address or telephone number below:

Name

Address

Post code

Contact telephone number

If you would also like this to be treated as a formal complaint, please tick this box and we will forward your form to the Complaints Coordinator

My comments



When you have completed your form you can either:

Put the form in the suggestion box in the Appeals Office

Post it using our FREEPOST address:

Appeals Office, Christie Hospital, FREEPOST MR 9647, Manchester M20 7ZN

* The Christie Hospital Charity is registered with the Fundraising Standards Board which is an independent body who can act as a channel for complaints about fundraising practice.