

How to raise your concerns

If you would like to raise a concern, make a complaint – or even pass on a compliment – you can do so using the process below.

Your views are important to us and we take them seriously. We are committed to high standards in everything that we do, but realise that sometimes things can go wrong and that not everyone will agree with everything we do.

We welcome feedback because it helps us to develop and improve our services, and make sure we communicate with our supporters and partners in ways which they value. We promise to take your complaint seriously, and to respond quickly to your concerns.

1. Please contact us as follows:

Raise: West Hertfordshire Hospitals Charity
West Hertfordshire Hospitals NHS Trust
Sycamore House
Watford General Hospital
WD18 0HB

07815 459037
westherts.raise@nhs.net

The charity's CEO will contact you within three working days and will do everything they can to resolve your concerns. If you contact us by phone, we hope to be able to address your concerns there and then. A written acknowledgement will be sent within five working days. Where possible, you will receive a full written response within 15 working days.

2. If you are not satisfied with the initial response, you can contact Louise Halfpenny, the Trust's Director of Communications with responsibility for our charity, who will look into your concern.

West Hertfordshire Hospitals NHS Trust
Willow House
Vicarage Road
Watford General Hospital
WD18 0HB

01923 436282 (internal dial x8282)
07810 152891
Louise.halfpenny1@nhs.net

3. If you are not satisfied with this response, you can write to the Chair of our Charity Committee (on behalf of the Corporate Trustee) at the same address as above.

The Corporate Trustee is ultimately responsible for the governance of our charity and for ensuring we act at all times in an honest and transparent manner, and that we adhere to our fundraising promise.

At each of these stages, we will acknowledge your query within three working days, investigate your concern within seven working days and advise you promptly of the outcome. If we are unable to meet this timetable – if a key member of staff is on leave, for example – we will contact you to inform you.

We will always seek to ensure your concerns are fully addressed when you contact us, and when things go wrong we appreciate you giving us the opportunity to put them right.

However, we recognise there may be times when you would wish an independent body to investigate your concerns.

The Fundraising Regulator is the independent regulator of charitable fundraising and one of its roles is to investigate cases where fundraising practices have led to significant public concern.

In order to ask the Fundraising regulator to investigate, you must first have given us the opportunity to resolve your concern or complaint through our own internal process.

The Fundraising Regulator's contact details are:

Eagle House
167 City Road
London, EC1V 1AW
0300 999 3407

admin@fundraisingregulator.org.uk
<http://www.fundraisingregulator.org.uk/>

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