



## **Our Complaints Policy**

St Rocco's Hospice is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide you feedback by phone to Claire Houghton 01925 575780 email [fundraising@stroccos.org.uk](mailto:fundraising@stroccos.org.uk) or, alternatively, you can write to the following address:

***Claire Houghton  
St Rocco's Hospice  
Lockton Lane  
Bewsey  
Warrington  
WA5 0BW***

We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to the Chief Executive Officer who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can contact the [Fundraising Regulator](#) and ask them to consider your complaint.