

## Our Complaints Policy

Pembridge Hospice Charity is committed to delivering a high standard of service to anyone who engages with our work.

### Contacting us

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 020 8102 5407, email [support@pembridgehospice.org](mailto:support@pembridgehospice.org) or, alternatively, you can write to the following address:

Pembridge Hospice Charity, St Charles Hospital, Exmoor Street, London, W10 6DZ

### How we will respond

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 Cathy Saraby, Senior Nurse Manager at Pembridge, who will consider the matter in more detail. Cathy can be contacted by phone on 0208 102 5371 or email [cathy.saraby@clch.nhs.uk](mailto:cathy.saraby@clch.nhs.uk).

### Contacting the Fundraising Standards Board

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Standards Board, the self regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the FRSB website [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)
- writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, or
- calling – 0333 321 8803

Pembridge Hospice Charity is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.

The Fundraising Standards Board will investigate your complaint within **20 working days** of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within **60 calendar days**, will be final and will be made public.

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