

The Norfolk Hospice, Tapping House is a proud member of the Fundraising Standards Board (FRSB).

The FRSB was established in 2006 as the new self-regulatory body for fundraising in the UK. Its role is to maintain and build public confidence in charitable giving.

As a FRSB member, we promise to adhere to a strict set of codes and to fulfil the Fundraising Promise. We are committed to treating the public with respect, fairness, honesty and clarity in all our fundraising activities. In addition to maintaining high fundraising standards, we are also accountable to an independent complaints process. We will always strive to handle complaints with honesty and communicate well throughout the process.

Step 1 - Registering your complaint with The Norfolk Hospice, Tapping House

- You must register your complaint with us within three months of the incident occurring.
- Your complaint should be addressed to:

Zena Penty
Norfolk Hospice Complaints Coordinator
The Norfolk Hospice, Tapping House
Fundraising Office
5 Old Church Road
King's Lynn
Norfolk
PE31 7LX

The Norfolk Hospice's Complaints Coordinator will be responsible for seeing any complaint through from start to finish.

Please note: In the event of any potential for a conflict of interest, the handling of a particular complaint may be passed to another member of Norfolk Hospice staff.

Our commitments:

- We will acknowledge your complaint within 14 days of receipt.
- We will make a Complaint Record by entering the details of the complaint into our complaints file.
- We will investigate the incident/subject of complaint.

- We will inform you of our response to your complaint within 30 days of acknowledging it. Should we not be able to resolve your complaint within the 30 days you will be contacted to be advised of the reasons for the delay and a new completion date will be agreed. We will, however, do our best to resolve all complaints as quickly as possible.
- We will write to you, the complainant, to let you know what action has been taken and whether we feel the need to adapt our practices to ensure that a similar incident will not occur in the future.

Step 2 – Contacting the Fundraising Standards Board

- If you are not satisfied with our response to your complaint, then you can contact the Fundraising Standards Board. They will investigate your complaint and work with you and us (The Norfolk Hospice) to try and resolve the problem.
- Your complaint should be addressed to:

FRSB

Hampton House
20 Albert Embankment
London
SE1 7TJ

- You have 2 months from the date of receiving our response to take your complaint to the Fundraising Standards Board.
- In this event, our Complaints Record relating to your complaint will be made available to the Fundraising Standards Board.
- The FRSB staff will investigate the complaint and seek resolution with all parties concerned within 30 days.

Step 3 – The FRSB upholds or rejects a complaint

- The complaint is referred to the FRSB Board for adjudication.
- The FRSB will review the complaint and report their conclusion within 60 days.