



Unit 7/8
Meadow Lane
St Ives
Cambridgeshire
PE27 4LG

Complaints Policy (Draft)

Dreamdrops is a Huntingdonshire Children's Charity, which makes a real difference to children and families who use hospital or specialist children's health facilities.

Dreamdrops was set up with the aim of raising money to buy all those little (and large) extras that are not covered by NHS public funds, but which make a hospital stay more comfortable - or less stressful for children and their families.

The charity's work does not just stop at the hospital door, as funds are also used to help sick children who are being cared for at home.

As a charity we strive to support children in the Huntingdonshire area through financial or physical support. Our team is made up of voluntary personnel who do not receive remuneration for their time or fundraising activities. As with any organisation we treat any formal expression of dissatisfaction that requires a response as a complaint against our charity and as such we treat this seriously, so we can learn and continuously improve our service.

If you are unhappy with our service or an individual within our charity, then please do let us know. Sometimes it is difficult or inappropriate to speak to the person concerned or express your dissatisfaction in situ that has arisen at the time, and it is easier to speak or correspond to a person of authority within the charity when you have had time to reflect.

We will, and you can expect that you will always be treated with courtesy and fairness and ask that you also, will treat our personnel with that same respect. Abusive, threatening, or unreasonable behaviour, although rare, will not be accepted and we would have to stop all communication with the complainant immediately.

How to make a complaint

You can make a complaint either:

By email: dreamdrops.dreamdrops@nhs.net and address your complaint in the first instance to The Chairman of the charity. If that person is unable to help/or the complaint is about the person who holds that position within the charity, then your complaint will be referred to the Trustees of the Charity.

By telephone: 07790 911541. (This phone is checked twice a day during working hours).

Or by post to: The Chairman, Dreamdrops Children's Charity, c/o Cambridgeshire Community Services NHS Trust, Units 7/8, Meadow Park, Meadow Lane, St Ives, Cambs, PE27 4LG

We will endeavour to send you an initial receipt response within three working days if the complaint is via the telephone or email. If the matter is more complicated, then, we will acknowledge your complaint but will need time to investigate the matter and will contact you within five working days for an initial response and advise if the matter is to be taken further. If the complaint is via post, then we will require five working days from receipt to respond initially and then followed up as stated above.

Please contact the police on 101 if you suspect Illegal activity, like terrorism or abuse.

All complaints will be recorded, and we will investigate thoroughly the matter raised. We aim to write to you formally within ten days, setting out how the problem will be dealt with and what action has been taken to date or is being considered.

If you feel the charity have not addressed your complaint or concerns in the correct manner, then the next course of action is to raise a complaint to the Charity Commission at the website address: <https://www.gov.uk/complain-about-charity> here you will be guided as to how to complain and where.