



EACH's Supporter Standards

Introduction

At East Anglia's Children's Hospices (EACH), we value your support of our work and we want to surpass your expectations of us. Without your support we would not be able to continue to provide care for children and their families living with life-threatening conditions and complex healthcare needs.

There may be times when we do not meet our own high standards. When this happens, we want to hear about it, resolve it for you and put measures in place to stop it happening again.

Supporter Standards

Here is what we aim to do in terms of the Supporter Standards we set ourselves:

- We will treat you with courtesy and respect.
- We aim to respond to fundraising donations, enquiries and correspondence within 5 working days of receipt at EACH.
- Our offices (not the hospices) are open 9am – 5pm weekdays and we will be pleased to receive visitors there.
- We will answer your questions about our fundraising activities and costs.
- We respect the rights, dignities and privacy of our supporters and service users.
- If you tell us that you do not want us to contact you again or in a particular way, we will not do so.

Christmas is a particularly busy time for us in terms of fundraising activity, and so during December & early January it may take a little longer than usual to acknowledge your generous support. Please bear with us at this time.

Complaints procedure

We take complaints seriously and treat them as an opportunity to help us improve.

1. Call us on 01223 205195 and ask to speak to the Partnerships Manager, who is the nominated Fundraising Complaints Co-ordinator for EACH, based at our Milton site.

2. Or write to the Partnerships Manager at:

EACH
42 High Street
Milton
Cambridge

CB24 6DF

3. Or email Denise.Norris-Fenn@each.org.uk

Denise will investigate the complaint or pass onto another Manager if appropriate.

If the complaint is about anything other than Fundraising, then please contact the Human Resources Manager instead, on 01223 815124.

Please always let us know your name, address and contact telephone number so that we can get back in touch with you easily. We have found that the best way to resolve a problem for you is by telephone, so that we can fully understand the issue and gather all of the information we need to resolve the issue.

After taking any of the three approaches outlined above, **we will then aim to respond to you within 14 working days.** Where this time limit cannot be met, we will keep you informed.

Dispute resolution

EACH is committed to the highest standards in fundraising practice [and is a member of the Fundraising Standards Board (FRSB)]. If you feel that your complaint has been unresolved by us then the FRSB can investigate. You will need to contact them within two months of receiving your response from us:

Fundraising Standards Board
Hampton House
20 Albert Embankment
London
SE1 7TJ

Tel 0845 402 5442