

For fundraising supporters and retail customers



East Anglia's
Children's Hospices

Concerns & Complaints

At East Anglia's Children's Hospices (EACH), we want every experience with us – whether in our shops, at an event, or through fundraising activity – to be positive.

We welcome your feedback – whether it is a concern or a formal complaint – and we will always aim to respond fairly, sensitively and as quickly as possible.

Raising a concern or complaint will not affect your relationship with EACH.

Concerns

If something about your experience with EACH worries or frustrates you, please speak to a member of our team.

Many concerns can be resolved quickly and informally by talking things through at the time.

If you prefer, you can leave your details and a manager will contact you. You can also ask for your concern to be passed to a manager for review.

Complaints

If you feel unable to resolve a concern informally, or would like a formal response, you can make a complaint using any of the following methods:

- **In person** – with a member of staff at one of our shops or fundraising events and offices
- **By phone** – 01223 800 800
- **By email** – complaints@each.org.uk
- **Via our website** – each.org.uk/contact-us.

We encourage you to raise complaints as soon as possible so they can be looked into fairly and thoroughly. You are more than welcome to go through a representative if you wish.

What happens next

When you make a complaint, we will:

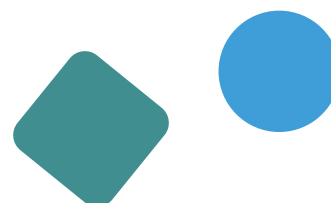
- Acknowledge your complaint
- Explain how it will be reviewed
- Let you know how long it may take
- Keep you informed throughout the process.

Your complaint will be reviewed by a member of our management team.

We may contact you for further information if needed.

If you are not satisfied

If you feel your complaint has not been resolved, you can request a further review by a manager.



How to contact us

Call: 01223 800 800

Email: complaints@each.org.uk

Visit: each.org.uk/contact-us



Registered with
**FUNDRAISING
REGULATOR**



Member Organisation

**Chartered
Institute of
Fundraising**

Registered Charity No. 1069284

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