



# Tree of Hope

*Transforming the health of  
sick and disabled children*

## Tree of Hope Comments and Complaints Policy

We are committed to providing a high quality, accessible and responsive service to our Tree of Hope families, donors and volunteers, and the general public. One of the ways in which we can continue to improve our service to you and to other consumers is by listening and responding to your comments and complaints.

At Tree of Hope we expect all of our staff and stakeholders to be open, honest and respectful.

If you have comments or concerns about the professional conduct of a staff member of Tree of Hope, or someone that you believe to be representing the charity, you can ask us to look into your concern.

### **How to send your feedback**

You can send us your comments or complaints on our service, which we will deal with confidentially, by telephone, online or in writing.

#### **In writing to:**

Gill Gibb, CEO  
Tree of Hope  
61-63 Camden Road  
Tunbridge Wells  
Kent  
TN1 2QE

**By email to:** [gill@treeofhope.org.uk](mailto:gill@treeofhope.org.uk)

**By telephone:** 01892 535525



## **Your comments about our work**

We are always pleased to receive your comments about our work. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our members, stakeholders and customers.

## **Your complaints**

We hope you will be fully satisfied with the products, services and advice provided by Tree of Hope, but if you have a complaint about our service we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible.

To help us investigate your complaint, please provide as much of the following information as possible when you contact us:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- A clear description of the complaint and what you would like us to do to sort things out.
- Your full postal address, telephone number (including dialing code), and email address if you have one.

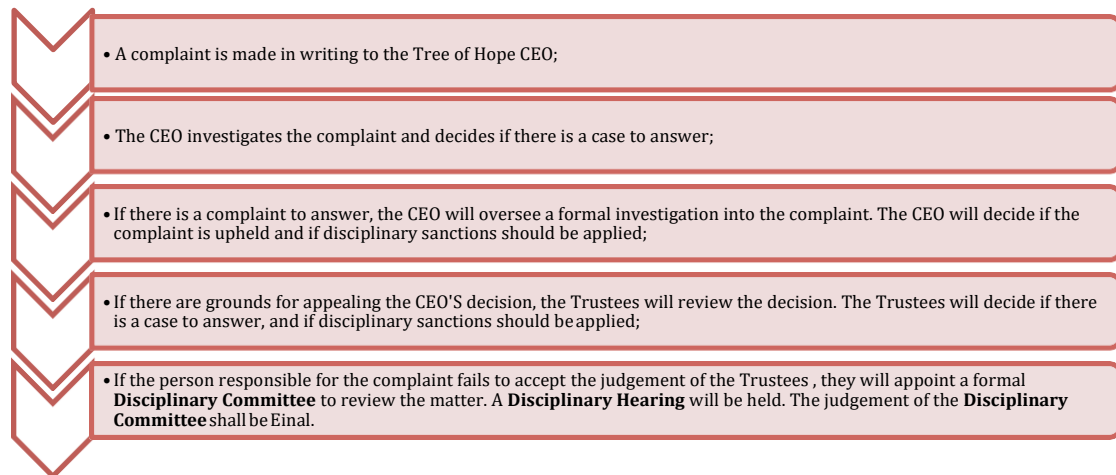
## **What happens next?**

We will acknowledge your complaint within three working days. We hope to respond in full within this time, but if this is not possible we will explain why and give you a date by which you can expect a full reply.

When we contact you, we will also tell you what you can do if you are not satisfied with our reply --- depending on the nature of your complaint you can also complain to the Charity Commission or to the Fundraising Standards Board.



## Summary of Tree of Hope's Complaints Process



### What constitutes a disciplinary breach?

**Unprofessional conduct.** This is defined as a person having acted in such a way as to be:

- unfit to remain a staff member of be associated with the charity and/or
- cause membership to be undesirable and/or
- be detrimental to the character or position of the Charity.

### What disciplinary sanctions might be applied?

- Expulsion from the Charity
- Suspension of campaign
- A reprimand and/or a written warning
- A written undertaking to refrain from continuing or repeating the unprofessional conduct in question
- No action (even if there are grounds for disciplinary action)
- Payment of costs