

Love Your Hospital Supporter Charter

Love Your Hospital supporters are truly amazing and are invaluable in helping us to fund hospital projects for patients, visitors and staff.

Supporters like you enable Love Your Hospital to fund hospital projects beyond core NHS funding at St Richard's in Chichester, Worthing Hospital and Southlands Hospital in Shoreham. This includes, but isn't limited to, providing state-of-the-art medical equipment, improving treatment facilities for patients, supporting staff development and enhancing the hospital environment for all.

You make all of this possible and we really value your help and our relationship with you - this is why we wanted to set out our commitments to you in this Supporter Charter.

Our Commitment to you

We are dedicated to providing excellent care and service to our supporters.

Our values

Love Your Hospital works hard to get our communications right as it is important to us that we remain respectful to our supporters and the wider community whom we serve. In all of our communications we strive to meet high expectations based on our values of:

- Focus - We support projects and provide funding that clearly shows a direct benefit to our patients. It's at the forefront of everything we do and we work closely with the trust to identify healthcare needs specific to those of our local community.
- Integrity - Gifts and donations made through our charity make a significant difference to the lives of our patients. We're committed to ensuring your donations are invested into hospital projects that feed back into projects that show a direct and clear benefit to the patient.
- Progress - We're committed to investing in local healthcare for future generations. We do this by supporting additional education and training for staff to reach their full potential and directing funding to projects that will impact greatly on patient care for years to come.
- Teamwork - We're stronger and can achieve more when we harness the support of our local community. Without collaborating with local groups and businesses, we wouldn't be able to support our staff to give patients and their families an outstanding level of care.

Our promise – we will:

- Thank you for your donation within 7 working days of receiving it in the charity office.
- Administer your donation efficiently by putting your gift to work quickly.
- Acknowledge your donation according to your wishes
- Welcome all new supporters to Love Your Hospital.
- Use your donation wisely and responsibly and respect your wishes if you would like to allocate your donation to a particular area of our hospitals.

Communications – we will:

- Aim to keep you close to our work and keep you up-to-date on how your donation is helping Love Your Hospital support our hospitals.
- Communicate with you in ways that you prefer and to readily amend them to suit your changing needs.
- Safeguard the security of your personal data and ensure that all your transactions are secure and meet strict compliance standards including HMRC, the Charity Commission, Payment Card Industry (data security standards) and the Data Protection Act.

- Listen to your suggestions and make every effort to act on them where appropriate.

When you contact us – we will:

- Respond to your enquiries in an open, transparent, honest, courteous and professional way.
- Provide a response to your questions straight away or let you know when you can expect a response if we need to obtain more information first.
- Always treat your information in a safe, secure, sensitive and confidential way.

Your Feedback:

- Your feedback and opinions are taken into account. We are here to listen to you. We actively encourage communications and aim to make it clear as to how you can get in touch with us.
- We will use feedback to improve and enhance our communications and other interactions with you.

What we want from you:

- However you chose to support Love Your Hospital we would love you to be a life-time supporter of our work.
- If you support Love Your Hospital through a regular gift it is more important to us that you are happy with the level of your gift regular gifts enable us to plan effectively for the future needs of our hospitals.
- We need you to contact us if you are not happy with the level of service that you have received or if you have any queries and concerns.
- We want to send you only information that you are happy to receive. If you wish to change your communication preferences please let us know.

We are aware that sometimes things go wrong. We are committed to the standards of the Fundraising Regulator (FR) and as members. If you have a reason to complain we promise to:

- Acknowledge any complaints by letter, sent out within two working days and indicating the length of the inquiry, followed by a full response from the Head of Charity or nominee within 20 working days, if possible.
- We are always interested to know more about you and your views. Our team is dedicated to providing the highest standard of service and if you would like a copy of our complaints procedure please contact us.
- Our complaints procedure is also available on our website www.loveyourhospital.org.
- We are always happy to take your calls between 9am-5pm Monday to Friday on 0800 028 4890 or email hello@loveyourhospital.org.