



Meningitis Now Complaints Policy

Making a Complaint

At Meningitis Now, we put people at the heart of everything we do. The people we help every day and those who support us in return, inspire us to provide the best supporter care that we can.

We seek to ensure that complaints:

- Are listened to and handled sensitively
- Are dealt with consistently throughout Meningitis Now
- Are acknowledged speedily and recorded
- Are investigated fairly and in a timely way
- Are wherever possible, resolved
- Are learned from

All complaint information will be handled confidentially, involving only those who need to know and following any relevant data protection requirements.

Confidentiality

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Complaints Procedure

If you would like to make a complaint to Meningitis Now, you can contact us using any of these options:

- Fill in our online feedback form
- Email supporters@meningitisnow.org
- Call us on 01453 768000 (Monday to Friday, 9am to 5pm)
- Write to us at:
Supporter Care Manager
Meningitis Now
Fern House
Bath Road
Stroud
Glos
GL5 3DT

We will acknowledge your complaint within one business working day of receiving a complaint and communicate a formal response within 30 days. When the issues raised in your complaint are complicated, then investigation of a complaint may sometimes take longer than this, but we will keep you updated on progress.

- Every opportunity will be given to resolve your complaint at the first point of contact.
- The nature of the complaint should determine whether a complaint needs to be referred on for further investigation.
- Complaints will be acknowledged on the same working day of receipt, or the first working day following a weekend or bank holiday.
- Where a complaint has been successfully resolved at the first point of contact and the outcome has been communicated either by face-to-face, telephone or email communication, there will be no additional requirement to send further written confirmation to you.

If you are not happy with our response, please let us know as soon as possible. Your complaint will be referred to a more senior member of staff, who will carry out a review and let you know the outcome.

- They will undertake a thorough investigation of the points raised, followed by a full, objective and proportionate response within 48 hours. If this is not possible, a progress report will be offered with an indication of when a full reply will be given.
 - If the complaint relates to a specific person, they will be informed and given a further opportunity to respond.
 - Complainants will receive a definitive reply within 30 days.
 - Whether the complaint is upheld or not, we will reply and describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken because of the complaint.
 - The decision at this stage is final unless it is appropriate to seek external assistance with resolution.
- Mandatory reporting forms for outside bodies will be completed where necessary e.g. Fundraising Regulator, Information Standards.
 - Details of your complaint, outcome and action will be recorded on our database.
 - We may vary the procedure for good reason. This may be necessary to avoid conflict of interest, for example, a complaint about a senior member of staff, should not involve them in leading any review. A complaint of this nature may involve escalating the investigation to the Chief Executive or Board of Trustees.

Please note that if the complaint is regarding a safeguarding or welfare issue, we will refer to our Safeguarding Policy.

If you remain dissatisfied with our response you can contact:

- Charity Commission – 0845 300 0218 or www.charitycommission.gov.uk
- Fundraising Regulator – 0300 999 3407 or www.fundraisingregulator.org.uk
- Office of the Scottish Charity Regulator – 01382 220446 or www.oscr.org.uk
- Scottish Fundraising Standards Panel - 0808 164 2520 or www.goodfundraising.scot/
- National Council Voluntary Organisations - 020 7713 6161 or www.ncvo.org.uk/ncvo-volunteering
- For Organisations that can help you make a complaint about health services please visit www.citizensadvice.org.uk

Monitoring and Learning from Complaints

Complaints will be reviewed annually to identify any trends which may indicate a need to take further action. Complaint performance data will be published within the annual accounts.

Review

This policy is reviewed annually and updated as required.

Adopted in: December 2018

Last reviewed in: December 2018