Complaints Policy & Procedures

Complaints Policy

PAS is committed to providing all our stakeholders with the highest standard of service. We believe complaints offer us an opportunity to listen, learn and act on the feedback stakeholders provide.

Our policy aims to:

- Provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- Publicise our complaints procedure so that people know how to contact us to make a complaint.
- Make sure that the staff, volunteers and Trustees at PAS know what to do if a complaint is received.
- Make sure that all complaints are investigated fairly and promptly.
- Ensure serious complaints are monitored in order to improve our services.
- Maintain a Complaints Log and report to the Trustees at their meetings on any complaints received.

Who can make a complaint

Complaints can be made by an individual or an organisation who wishes to report dissatisfaction about the standards of service, actions, omission or a decision by a member of staff, volunteer or Trustee of PAS or from an activity or programme of work in which we are involved.

This policy does not cover complaints from staff, who should refer to the PAS Grievance Policy.

Confidentiality

All information relating to the complaint will be handled sensitively, in accordance with the General Data Protection Regulation (GDPR). Only people who need to know about the complaint will be informed of it. PAS will only hold onto any personal data provided for as long as it is needed to properly investigate and resolve the complaint.

Responsibility

The Trustees of PAS are responsible for this policy and its implementation.

The policy is reviewed annually and updated as required.

Complaints Procedure

Making a Complaint

Complainants should make a complaint in writing and email to:
complaints@pasoc.org.uk

Alternatively, they can be posted to:
The Pernicious Anaemia Society
Connexions
3rd Floor, 159 Princes Street
Ipswich
IP1 1QJ
United Kingdom

Please note that if you make a complaint via phone, you will be asked to submit a written account by email or post so that your complaint is recorded in the complainant's own words.

Content of Complaints

When making a complaint, please describe the issue you are complaining about in as much detail as possible. Please include dates and times as well as the names of any of the PAS representatives you were in contact with. Please provide copies of any relevant documentation if appropriate.

Most importantly, please provide your name and contact details as we will not respond to anonymous complaints.

Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints we reserve the right to withdraw or modify our complaints procedure.

Resolving Complaints

All complaints will be logged by the Office Manager on receipt.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about as he/she may be able to resolve the matter quickly and they should do so if appropriate.

If the complaint relates to a specific person, they will be informed and given the opportunity to respond.

We aim to resolve complaints within 14 working days. Where this is not possible the complainant will receive an update within 14 working days on progress made to date and when they can expect to receive the outcome. PAS may need to contact the complainant during this time and their co-operation will be important in order to complete the investigation.

Once the investigation is complete a response will be sent to the complainant with the following information:

- A written response describing the details of the complaint
- Comments addressing each of the allegations in the complaint
- Explanation of the investigation undertaken to consider the complaint
- The findings resulting from the investigation
- Explain any improvements made because of the complaint

Appeal

If the complainant remains dissatisfied with the outcome of the decision regarding the complaint, they may appeal the decision.
An appeal of the outcome should be made in writing to the Chair of PAS and sent to complaints@pasoc.org.uk , setting out briefly the nature of the complaint and appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied.

Once the internal review is completed, you will be informed of the decision. The decision at this stage is final.

If the complainant is not happy with the Appeal review, they can see whether their complaint can be taken further to the Charity Commission. Further details are available at: https://forms.charitycommission.gov.uk/raising-concerns/