

## National Tremor Foundation

### Complaints Policy

#### Overview

The National Tremor Foundation would view a complaint as an opportunity to learn and improve for the future.

#### Our Policy

- To provide a fair complaints procedure which is clear and easy for anyone wishing to make a complaint;
- To ensure that everyone in the organisation knows what to do if a complaint is received;
- To ensure that all complaints are treated fairly and in a timely way;
- To ensure that all complaints are, wherever possible, resolved and that relationships are repaired;
- To gather information to help us improve what we do.

#### Definition of a Complaint

A complaint is an expression of dissatisfaction, whether justified or not, about any aspect of the National Tremor Foundation and may include:

- the help offered by a volunteer or staff member;
- the attitude of a volunteer or staff member;
- indifference or lack of respect by a volunteer or staff member
- treatment of support group members.

#### Where Complaints come from

Complaints may come from other volunteers or people using our services, and may be made verbally, by phone, or in writing by letter or electronic means. All complaints should be made to: [complaints@tremor.org.uk](mailto:complaints@tremor.org.uk). They will then be passed to the designated Complaints Officer. If the complaint relates to the Complaints Officer, the matter will be passed to Professor Findley.

#### Confidentiality



All complaints information will be handled sensitively, telling only those who need to know and following any relevant Data Protection requirements. A confidential record will be kept by National Tremor Foundation.

### **Receiving Complaints**

The trustee receiving the complaint should:

- Investigate thoroughly and discuss the matter with discretion with all those responsible;
- Record the complaint, any action and the outcome;
- Ensure the complainant is satisfied that the matter has been fully addressed and completed.

### **Unresolved Complaints**

If the complainant is not satisfied with the resolution of the complaint, it will be referred to the Chair of Trustees. If the complaint refers to the Chair of Trustees, it will be referred to Professor Findley.

### **Timeframe for Complaints**

All complaints will be dealt with within three months of being made.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends indicating a need to take further action.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Trustees who will agree to undertake training in dealing with complaints.

### **Right of complaint to other bodies**

The Charity Commission advises that complaints should be made direct to the charity unless you suspect illegal activity such as terrorism or abuse, in which case the police should be contacted. If you are not happy with the way in which the National Tremor Foundation deals with your complaint, contact the Charity Commission. Subjects for complaint to the Charity Commission might include:

- the charity not doing what it claims to do
- losing lots of money
- harming people
- being used for personal profit or gain
- involvement in illegal activity.

[www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

Fund raising complaints should be made to the Fundraising Regulator –  
[www.fundraisingregulator.co.uk](http://www.fundraisingregulator.co.uk)

Advertising complaints should be made to the Advertising Standards Authority –  
[www.asa.org.uk/makeacomplaints.html](http://www.asa.org.uk/makeacomplaints.html)