

Complaints and feedback policy

The purpose of this policy is to outline how we will respond to complaints and feedback, both compliments and concerns, in a timely, appropriate and fair manner. This policy sets the standards we will uphold for all complaints, whether they are justified or not.

This policy applies to:

- Staff, including permanent and temporary colleagues, as well as colleagues on fixed term contracts.
- Volunteers, including trustees and people on student placements
- Third parties, who represent us and fundraise on our behalf.

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| Approver | Director of Legal and Corporate Governance |
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1. Introduction

We're committed to delivering a high standard of service both to our beneficiaries who we support and to those who support us rebuild lives after stroke through donations of time or money. We love to hear when things have gone right, but we also want to hear when things haven't gone to plan to ensure we can improve and deliver the highest level of service possible.

This policy outlines how we will respond to complaints and feedback in a timely, appropriate and fair manner and ensure we learn from our mistakes to make sure we continually improve.

2. Who does this policy apply to?

This policy applies to:

- **Staff**, including permanent and temporary colleagues, as well as colleagues on fixed term contracts.
- **Volunteers**, including trustees and people on student placements
- **Third parties**, who represent us and fundraise on our behalf

3. Definitions

Feedback

Feedback can be positive and negative. It may highlight areas of improvement but it is not an expression of dissatisfaction. Feedback should be acknowledged, considered and does not need to be logged as a complaint.

Complaint

A complaint is any expression of dissatisfaction, whether justified or not, regarding the standard of service, actions or inaction, policy or position of the Stroke Association, our staff, volunteers or organisations working on our behalf from a member of the public.

Serious complaint

A serious complaint is severe in nature and may indicate a safeguarding issue, or a serious incident. These complaints must be immediately flagged with your line manager, the Legal and PR team as they may be reportable to a regulator.

If you are a member of staff whose complaint is about another member of staff, follow the Grievance Policy.

If the complaint is whistle-blowing follow the [whistle-blowing policy](#).

3. Our promise

In line with our [Supporter Promise](#) and [Our Commitment to you](#), we will listen to and respond to all complaints and feedback thoroughly, fairly and efficiently. We will:

- Keep accurate records of complaints and feedback received, and where necessary, the outcomes of investigations.
- Do our best to resolve complaints quickly and efficiently. If we cannot resolve a complaint straight away we will investigate and respond fully to complaints within 20 working days of receipt.
- Keep the details of complaints and feedback confidential as far as it is appropriate to do so.
- Report complaints volumes to the Fundraising Regulator and relevant authorities in our annual returns.
- Report to the Charity Commission any incidents that are serious incidents (as set out in the [Charity Commission's guidance](#)).
- Investigate all complaints fairly and thoroughly ensuring we remain impartial at all times.
- Acknowledge when things have gone wrong and take proportionate action to put things right, including apologising where appropriate.
- Conduct lessons learnt activities to ensure we learn from our mistakes and pass on feedback to relevant teams.
- Regularly train our staff to appropriately handle complaints and feedback.
- Share the numbers of complaints and their outcomes with our Trustees.

4. Process

Complaints and feedback can be shared via our [website](#)

Or alternatively they can be sent to:

Quality
Stroke Association House
240 City Road
London
EC1V 2PR

To speak to someone in Supporter Care call [0300 3300 740](tel:03003300740) or complainants can reach us on one of our social media platforms.

Feedback will be recorded, acknowledged and areas for improvements will be considered. Feedback will be considered as part of our lessons learnt.

Complaints

- **Stage one:**

Initially a complaint will be dealt with either by the individual who receives it, or passed to the relevant team, depending on the nature of the complaint. They will thoroughly investigate the concerns raised and issue a substantial response within 20 working days.

- **Stage two:**

If a complaint cannot be resolved locally, or if a complainant remains unhappy after an initial investigation, the complainant can ask for the matter to be escalated to a manager for a second review. They will impartially investigate the concerns raised and issue a second substantial response within 20 working days.

- **Stage three:**

If a complaint is still not resolved after a second investigation, then complaint will be escalated to an Executive Director for a final review.

Fundraising Regulator

We are registered with the [Fundraising Regulator](#). If a complainant remains unhappy with our complaint resolution regarding fundraising, and internal processes have been exhausted, then they may contact the Fundraising Regulator to investigate independently.

Independent Betting Adjudication Service (IBAS)

If a complainant is unhappy with our complaint resolution in relation to our weekly lottery or raffle, and internal processes have been exhausted then they may contact the [IBAS](#) who are an alternative dispute resolution service approved by the Gambling Commission.

Parliamentary and Health Service Ombudsman

If a complainant is unhappy with our resolution regarding a complaint on our NHS stroke support services then they can raise a complaint with the [Parliamentary and Health Service ombudsman](#).

5. Lessons learnt

We strive to improve from our mistakes and to actively listen to our supporters and beneficiaries.

We will conduct quarterly lessons learnt to analyse the root causes of complaints and feedback for reoccurring themes or trends which may highlight areas of improvement.

We will produce an annual lessons learnt report to Trustees on trends and remedial action taken.