



## **FIGHTING EPENDYMOMA COMPLAINTS POLICY AND PROCEDURE**

### **1. COMPLAINTS POLICY**

This policy is designed to provide a positive response to complaints and comments to ensure that FIGHTING EPENDYMOMA is open about the improvements that we have made as a result of feedback.

The Chairman will monitor the implementation of this policy, collect information about required improvements and will report all complaints and outcomes to the Board of Trustees at the Trustee meetings held three times a year.

FIGHTING EPENDYMOMA is dedicated to funding research into the nature, causes, diagnosis, prevention, treatment and cure of ependymoma including the development of research into practical applications for the prevention, treatment and cure of ependymoma and to provide information and raise public understanding of such matters.

Therefore we aim to ensure that

1. Making a complaint is as easy and transparent as possible.
2. That we deal with complaints appropriately and within the agreed time frame.
3. We treat a complaint as any clear expression of dissatisfaction with our organisation as a whole which calls for a response.
4. We respond in the right way with an explanation and appropriate information on any action taken.
5. We have the right to refuse to accept a complaint where the complaint is clearly vexatious, malicious or motivated by racist, sexist, homophobic or other discriminatory attitudes. The decision as to whether a complaint is vexatious will be taken by The Chairman with the Board of Trustees where necessary.
6. When a complaint identifies that something has gone wrong or has fallen below standards it is seen as an opportunity to improve and avoid recurrence and it can allow for systems, policies, practices or procedures to be amended or put in place as appropriate.

All complaints should be dealt with in accordance with this policy and the procedure outlined below.

### **2. COMPLAINTS PROCEDURE**

How to make a complaint.

Wherever possible we will try to respond and resolve the situation at an informal level. The matter will go no further unless the injured party is dissatisfied at which point the formal process will then begin.

Formal complaints should be made to the Chairman of FIGHTING EPENDYMOMA  
By telephone 01423 503003

By e-mail [sarawilson756@hotmail.com](mailto:sarawilson756@hotmail.com)

By post CHAIRMAN  
FIGHTING EPENDYMOMA  
50 CHATSWORTH PLACE  
HARROGATE  
HG1 5HR

A complaints form will need to be filled outlining the nature of the complaint . Once this is received an acknowledgement will be sent within 14 days .

The complaint will then be reviewed and a formal response will be sent within 30 days unless a more detailed investigation needs to be undertaken in which case an interim report will be sent to explain why.

### 3. APPEAL PROCEDURE

If the complainant is not satisfied with the initial response then they are entitled to appeal the decision within 7 days to the Chairman at the address above or by e-mail. If necessary matters will then be transferred to the Fundraising Regulator.

### TIME LIMITS ON MAKING A COMPLAINT

Normally complaints should be made within 6 months of the event or complainant becoming aware of the cause to complain.

4. All complaints will be kept confidential to the parties concerned.
5. Where appropriate complainants will be informed of the complaints procedures of other professional bodies.
6. This procedure will be subject of periodic review in the light of local practice and/or changes to national procedures or guidelines.