



G2 Complaints Policy

Original Version:	v1.0
Original Creation Date:	2021
Original Author:	Faye Forde
Original Approval Date:	6 th July 2021
Last Reviewed:	July 2026

Author of the change (Initials)	What's changed	Approved by (Initials)	Approved date	Version
CM	Rewrite 1.1 Addition of 2 3.1.5 3.2.5 3.3.2 4	CM	23.9.25	V1.1
CM	Added 4.2	CM	July 26	V1.2



MESOTHELIOMA UK

1. Introduction

1.1. We are committed to being open and honest in all our dealings with our donors, beneficiaries, partners, staff, volunteers and members of the public. Sometimes, however, things can go wrong, and it is important that everyone who engages with us has access to a clear and fair means of making a complaint. If a complaint cannot be resolved at a local level, it may be referred to an external regulator. For fundraising-related complaints this will be the Fundraising Regulator, and for more serious governance or operational concerns the Charity Commission for England and Wales may be contacted.

2. Scope

2.1 This policy applies to complaints about any aspect of our charity's work, including our fundraising, services, communications, staff conduct, and the behaviour of volunteers.

2.2 A "complaint" is defined as an expression of dissatisfaction, whether justified or not, about our actions, lack of action, or standard of service provided.

2.3 This policy does not cover:

- Employment-related issues, which are handled under staff grievance and disciplinary procedures.
- Safeguarding concerns, which are covered in a separate policy
- Whistleblowing, which is covered in a separate policy.

2.4 Complaints may be submitted by email, telephone, post, via our website or in person. We will make reasonable adjustments where required to support individuals who may need assistance in making a complaint.

2.5 This policy is available in alternative formats upon request. We are committed to ensuring that our complaints procedure is accessible to all individuals, including those with disabilities.

3. Resolving Complaints

3.1. Stage One

3.1.1. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Mesothelioma UK Operations Manager within five business days



- 3.1.2. On receiving the complaint, the Operations Manager records it in the complaints Logbook. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- 3.1.3. Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint's procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- 3.1.4. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- 3.1.5. Investigations will be carried out impartially and without bias. If a complaint involves or presents a conflict of interest for the designated handler, it will be reassigned to a different member of the SLT or trustee to ensure fairness. No complainant, staff member, or volunteer will be treated less favourably for raising a concern in good faith.
- 3.1.6. Anonymous complaints will be considered where sufficient information is provided to allow an investigation. However, anonymity may limit our ability to investigate fully or provide feedback on the outcome.

3.2. Stage Two

- 3.2.1. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.
- 3.2.2. At this stage, the complaint will be passed to the Board of Trustees. The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- 3.2.3. The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- 3.2.4. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive



MESOTHELIOMA UK

reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

- 3.2.5. All complaints will be handled sensitively and confidently, with information shared only on a need-to-know basis. Personal data collected during the complaints process will be processed in line with the UK GDPR and the Data Protection Act 2018. Complaint records will be stored securely and retained for 6 years before being confidentially destroyed.
- 3.2.6. Where a complaint raises concerns about safeguarding, fraud, financial malpractice, criminal activity, significant governance failings or other serious risks, the matter may be escalated immediately under the relevant organizational policies and regulatory reporting requirements.
- 3.2.7. Mesothelioma UK reserves the right to manage persistent, repetitive or vexatious complaints in a proportionate manner. Any decision to restrict contact will be authorized by a member of the Senior Leadership Team or the Board of Trustees and will be communicated to the complainant in writing.

3.3. External Stage

- 3.3.1. As Mesothelioma UK is a registered charity, the complainant can complain to the Fundraising Regulator or the Charity Commission at any stage. More information can be found at <https://www.gov.uk/complain-about-charity> and <https://www.fundraisingregulator.org.uk/complaints>
- 3.3.2. Serious concerns about the charity such as misuse of funds or governance failures, can be raised directly with the Charity Commission at any stage.

4. Learning from Complaints

4.1 We are committed to learning from complaints. The head of Operations will maintain a record of complaints and provide regular reports to the Board of Trustees. The Board will review trends and lessons learned and ensure that actions are taken to improve our services and fundraising practices. Where a complaint highlights a serious incident, the Board will ensure that it is reported to the Charity Commission in line with regulatory requirements.

4.2 An annual summary of complaints, trends and improvement actions will be presented to the Board of Trustees as part of the organisation's governance and quality assurance processes.

5. Contact Details



5.1 Contact can be submitted to:

Email: info@mesothelioma.uk.com

Telephone: 0800 169 2409

Post: Mesothelioma UK, 235 Loughborough Road, Mountsorrel, Leicestershire, LE12 7AS

Online: Complaint Form

Timelines

Stage	Action	Time
Stage One	Report to Operations Manager	within 5 business days
Stage One	Operations Manager logs complaint	On receipt
Stage One	Operations Manager assigns complaint handler	Within 1 business day
Stage One	Complaint acknowledged by complaint handler	Within 5 business days
Stage One	Definitive reply to complaint	Within one month
Stage Two	Acknowledge request for Board level review including further timelines	Within 5 business days

