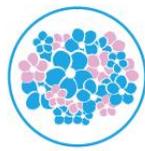




G2 Complaints Procedure

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Original Author:	Faye Forde
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Author of the change (Initials)	What's changed	Approved by (Initials)	Approved date	Version



MESOTHELIOMA UK

1. Introduction

1.1. We are committed to being open and honest in all our dealings with our donors.

Sometimes however even we can get it wrong and it is important that those who give us support in any way have access to a means of making complaint and that this can be, if necessary, examined by an outside agency. In this case the investigation and resolution of complaints which cannot be settled at a local level will be carried out by the Fundraising Regulator.

2. Resolving Complaints

2.1. Stage One

2.1.1. 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 Senior Business Manager within five business days

2.1.2. On receiving the complaint, the Senior Business 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.

2.1.3. 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 complaints 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.

2.1.4. 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

2.2. Stage Two

2.2.1. 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.

2.2.2. 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.

2.2.3. 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.

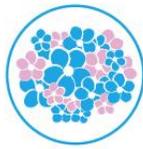
2.2.4. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report 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.

2.3. External Stage

2.3.1. As Mesothelioma UK is a registered charity, the complainant can complain to the Fundraising Regulator 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. Timelines

Stage	Action	Time
Stage One	Report to Senior Business Manager	within 5 business days
Stage One	Senior Business Manager logs complaint	On receipt
Stage One	Senior Business Manager assigns complaint handler	Within 1 business day



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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