



Procedure for Handling Queries, Comments, and Complaints

Registered Charity No. 20154240

Version: 2024-01-29

Scope and Purpose:

This procedure ensures a structured, sensitive, and effective response to queries, comments, and complaints, respecting all individuals involved.

Principles:

The charity website encourages contact, and all communications are viewed by the charity executive. Patient events are frequently held to elicit feedback from the community.

Procedure:

Receipt: Acknowledge all queries, comments, and complaints promptly, providing an initial response within 48 hours.

Recording: Log the details via email for tracking and analysis purposes.

Assessment: Evaluate the nature and seriousness of the communication to determine the appropriate course of action.

Investigation: For complaints, conduct a thorough investigation, ensuring fairness and confidentiality.

Response: Provide a detailed response to the individual, including any actions taken or planned, within a specified timeframe.

Resolution: Aim to resolve complaints to the satisfaction of all parties involved, where possible.

Review: Regularly review logged communications to identify trends, improve services, and enhance customer satisfaction.