



The British Porphyria Association

136 Devonshire Rd
Durham City
County Durham
DH1 2BL
Charity No: 1089609
www.porphyrria.org.uk
0300 30 200 30

Complaints Policy

The British Porphyria Association (BPA) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person/organisation making the complaint.

Our policy is:

- To ensure that people know how to contact us to make a complaint
- To ensure everyone at the BPA knows what to do if a complaint is received
- To make sure complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the BPA.

Where Complaints Come From

Complaints may come from members, donors, or any organisation who has a legitimate interest in the BPA. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees and the executive committee.

Review

This policy is reviewed regularly and updated as required.

Adopted on: Mar 2019

Last reviewed: May 2020

Signed: *J Chamberlayne* NameJohn Chamberlayne.....

Position:BPA Chair.....

Complaints Procedure

Publicised Contact Details for Complaints

Written complaints may be sent to the BPA at 136 Devonshire Road, Durham City, DH1 2BL or by email at helpline@porphyria.org.uk. Verbal complaints may be made by phone to 0300 30 200 30 or in person to any of the BPA's volunteers or trustees at any of our events.

Receiving Complaints

Complaints received by telephone or in person need to be recorded (see attached **Complaint Log**). The person hearing a complaint should:

- Write down the facts of the complaint as well as the complainant's name and contact details
- Tell the complainant that we have a complaints procedure, and explain what will happen next
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**.

Resolving Complaints

Often 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 BPA Committee.

Internal Review

If the complainant feels that the problem has not been satisfactorily resolved initially, they can request that the complaint is reviewed by the BPA Committee.

If the complaint relates to a specific person, they should be informed and given opportunity to respond.

The BPA Committee may investigate the complaint themselves or delegate a senior person to do so. This may involve reviewing any paperwork and speaking with the person who dealt with the complaint initially.

Complaints should be acknowledged within two weeks. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply (ideally within four weeks). A copy of this complaints procedure should be attached.

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.

The decision taken at this stage is final, unless the BPA Committee decides it is appropriate to seek external assistance with resolution.

External Review

The complainant can complain to the Charity Commission at any stage.



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Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The BPA Committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chairman should not also have the Chairman as the person leading a review.

Complaint Log

1. Date of complaint	
2. Who was the complaint reported to?	
3. Details of the complaint	
4. Complainant name and contact details	
5. Copy of BPA complaints procedure provided?	Yes / No
6. Date of response	

Form completed by

Print name: _____

Signature: _____

Role: _____

Date: _____