

Northern Trust Pulmonary Fibrosis Support Group

Complaints Policy

Northern Trust Pulmonary Fibrosis Support Group (NTPFSG) is committed to working in an open and accountable way that builds the trust and respect of all our stakeholders. We also want to ensure the highest standards of activities throughout our organisation.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our stakeholders, and in particular by responding positively to complaints regarding employees or services, and finding suitable resolutions.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

People and Responsibilities

The charity has a nominated a Complaints Co-ordinator, who also acts as a main point of contact. The Complaints Coordinator will work with the person who made a complaint and the person who has been complained about, if appropriate, with the aim of ensuring that the situation is solved promptly and to the satisfaction of all parties. On occasion this may require involvement from external person(s) or another Director.

The Chairperson has overall responsibility for ensuring that complaints about members, directors and services are handled appropriately. They are supported in this role by the Board of Directors.

Process overview

Our complaints process supports a quick and satisfactory solution. To ensure this, the NTPFSG aims to:

- make making a complaint an easy process, taking into account different ways of preferred communication;
- treat complainants promptly, politely, and, where appropriate, confidentially;
- investigate the complaint fully and impartially;
respond to the complainant within a reasonable timescale;
- provide clear information and support both to the complainant and to any staff member that is the subject of a complaint; and
- provide details on escalating the process should the complaint not be resolved to the complainant's satisfaction.

Complaints Procedure

1. Making a complaint

Making a complaint is simple and you can contact us in whichever way is more convenient for you:

- By phone: please call on 07714 469 327, Monday to Friday from 9am to 5pm. Outside of these hours you can always leave us a message and a contact number and someone will return your call.
- **By email:** please e-mail northerntrustpfsg@gmail.com
- **By post:** Northern Trust Pulmonary Fibrosis Support Group, 6a Cedar Drive, Ballycastle, Co. Antrim BT54 6DF

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

2. Complaint details

To ensure we deal with your complaint promptly and accurately we need to know:

- Exactly what the problem is and how it has occurred – give as much information as possible
- How it has affected you
- What you consider should be done to put the matter right

3. Procedure

Stage One – Complaint

We will acknowledge your complaint within five working days of receipt.

Stage Two – Investigation

We endeavour to respond fully and conclusively to all complaints within ten working days of our acknowledgement; if we think it will take longer we will let you know. The Complaints Co-ordinator will lead the investigation and ensure that all complaints are dealt with impartially and promptly. If the complaint is about the Complaints Co-ordinator, the investigation will be led by the Secretary.

Escalation

We aim to resolve your complaint in an honest, open and satisfactory way. However, if after going through all the stages of our Complaints Procedure above, you do not feel completely satisfied by our response then you can contact the following agencies:

Fundraising Regulator

Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
fundraisingregulator.org.uk
0300 999 3407
enquiries@fundraisingregulator.org.uk

Information Commissioner's Office Northern Ireland

Information Commissioners Office Northern Ireland, 3rd Floor, 14 Cromac Place,
Belfast, BT7 2JB
Telephone: 0303 123 1114
Email: ni@ico.org.uk
<https://ico.org.uk/make-a-complaint/>

The Charity Commission for Northern Ireland

The Charity Commission for Northern Ireland, 257 Lough Rd, Craigavon BT66 6NQ
Tel: 028 3832 0220
<https://www.charitycommissionni.org.uk>

Situations where we may not respond to a complaint

On very rare occasions we may choose not to respond to a complaint. These include:

- When a complaint is about something that NTPFSG has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again – we will always inform the complainant of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.

When a complaint is made anonymously, we cannot respond to the complainant, but we will investigate the complaint and use the information to improve in any way that we can.

Record keeping

The Charity will keep a record of each complaint and outcomes for two years from the date of the complaint.

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