

Complaints policy

Issue date	July 2023
Version number:	1
Review date:	July 2024
Status:	Under review

The Neurological Alliance is committed to providing the highest level of service to the people we work with. We also have a duty to ensure we meet legal and regulatory requirements (for example on data protection). We aim to practise professionally and effectively at all times but acknowledge that, on occasion, we may not meet our aim. Under such circumstances we want anyone who feels that the organisation or a specific member of staff has failed to perform their job in a professional manner to understand how to raise their concern, to be able to raise it without fear of negative response, and to understand how the concern will be dealt with.

The Neurological Alliance welcomes your feedback, whether good or bad. We encourage you to contact us with your comments and suggestions on how we might improve our work.

Compliments about our work are always welcome and help us to reflect upon good practice. Compliments may be submitted in any manner, written or verbal, to any member of staff. Feedback on compliments will be shared with the staff and Trustees at regular intervals.

This policy is only for external complaints. Internal complainants may use the grievance or whistleblowing policies.

What is a complaint?

The Neurological Alliance recognises a complaint as an “expression of dissatisfaction” against the organisation – such as behaviour of a member of staff, evidence we produce or our communications. This can be verbal, by phone or email, in writing or on our social media channels. All complaints will be recorded and appropriately investigated.

There are many reasons why someone may want to make a complaint or make a suggestion. For example, if they feel.

- A member of staff has been discourteous or unhelpful
- We have failed to provide a service to an acceptable standard e.g.
 - A repeated issue goes unresolved
 - Unhappy with receiving mailing communications from us



THE NEUROLOGICAL ALLIANCE

- We have provided incorrect information
- Unhappy with the service provided by a contractor or supplier on our behalf

This policy does not cover:

- Complaints made by staff – this is dealt with through the Grievance and Disciplinary Procedure
- Complaints made by job applicants
- Governance or decisions made by the Board of Trustees
- Reputational issues which are dealt with through our CEO and Chair of Trustees
- Safeguarding issues raised which are dealt with by our Safeguarding policy
- Whistleblowing which is dealt with through the Whistleblowing policy

When responding to complaints we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by a person who is independent (a senior member of staff or member of the Board of Trustees as appropriate)
- Address all the points at issue and provide an effective and prompt response
- Respect the complainants' desire for confidentiality
- Treat the complainants with respect and courtesy
- Ensure that any decisions we make are lawful, rational, reasonable, fair and proportionate.
- Keep complainants informed of the progress of the complaints process

We try to resolve concerns or complaints by informal means wherever possible (see first stage of process document). Where this is not possible, complainants have recourse to the formal procedures as set out in our Complaints process document.

Get in touch

You can contact us by telephone on 01923 882590, by e-mail info@neural.org.uk or by letter to the address below. We will try to resolve your problem straight away, but if we are unable to do so, we will acknowledge, and make a record of your complaint and respond to you within 14 days.

The Junction,
Station Rd,
Watford
WD17 1EU

Making a formal complaint

Following our response, if you remain dissatisfied with our service then the next step is to send your complaint to our Complaints Co-ordinator at the postal or e-mail address above. We will acknowledge your formal complaint in writing within 14 days and advise you of the outcome of our investigation within 30 days.

Complaints are reviewed annually by the Board.



THE NEUROLOGICAL ALLIANCE

Taking your complaint outside the organisation:

If you still feel unsatisfied with our conduct following this procedure, then you are able to contact the Charity Commission at the address below:

Charity Commission Direct
PO Box 1227
Liverpool
L69 3UG