

MS-UK complaints procedure

Introduction

MS-UK is dedicated to giving support and information to anyone affected by MS.

At MS-UK we put people affected by MS at the heart of our work. We recognise that each one is an individual who has needs, rights and choices. To support anyone affected by MS we provide:

- Information and support where we listen to your needs
- Care, compassion and empathy
- A professional and transparent service

If you feel we've made a mistake in any aspect of our work please get in touch with us and we will deal with your concerns in a professional, confidential and efficient manner.

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of MS-UK which is under the control of the Charity, its staff or volunteers.

Stage 1: Contact us

This is the first opportunity for us to resolve your dissatisfaction. We expect the majority of complaints to be resolved at this stage. On receipt of your complaint it will be passed to a member of our senior management who will record and respond to you within 7 days.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our employees.

MS-UK do not use any cold calling techniques, directly or via third parties, as part of our fundraising activities.

Including the following details will help us to effectively and quickly investigate your complaint

- The specific service or resource to which your complaint applies
- Your name and contact details, this is essential as we will not investigate anonymous complaints
- The nature of your complaint, as precisely as possible, as this will help us to investigate in detail

You can contact us by telephone on 01206 226500, by email to info@ms-uk.org, or by letter to our address:



Unsworth House
Hythe Quay
Colchester
CO2 8JF

Stage 2: Making a formal complaint

If you are not satisfied with our response from stage 1 you can request a review. This will be carried out by our Chief Executive. Your request together with all subsequent correspondence relating to your complaint should be sent for the attention of the Chief Executive who will acknowledge and review your request within 14 days. A full response to the investigation will be sent within 28 days.

If you are still unhappy with the outcome you can ask for your complaint to be reviewed by our Board of Trustees. The Board have quarterly meetings and you will be informed when you can expect a response from them once your request for a further investigation is made.

For these internal stages we do aim to complete our investigation into all complaints received within the timescales set out above. However, in a limited number of cases, for example, if a complaint is very complex or requires further breakdown, it may be necessary to extend the time limit to ensure we have all of the information necessary to deal with it. If this is the case we will keep you informed of the reasons for the delay and the progress of the investigation.

Stage 3: Making a complaint to an external regulator

If having followed the internal stages of our complaints procedure and you remain dissatisfied you can ask to have your complaint reviewed by one of two external relevant regulators.

If your complaint is regarding fundraising and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator, the independent regulator of charitable fundraising of which MS-UK is a member. They can be contacted via their website www.fundraisingregulator.org.uk

If your complaint is regarding our counselling service and we are unable to resolve it to your satisfaction, you can refer it to BACP, the British Association for Counselling and Psychotherapy of which our counsellors are members. They can be contacted by email at bacp@bacp.co.uk or by telephone on 01455 883300.

If your complaint relates to any other aspect of our work you may contact the Charity Commission via their online complaint form at www.charitycommission.gov.uk



Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for someone who wishes to lodge a complaint.

These may include:

- Family members or friends
- Professionals such as social workers, community nurses or doctors, solicitors
- Advice organisations

Remedies to complaints

When we get things wrong we will act to:

- Accept responsibility and apologise
- Explain what went wrong and why
- Put things right by making any changes required
- Learn lessons from mistakes and change practices where sensible to do so

Confidentiality

Every attempt will be made to ensure that both the complainant and MS-UK maintain confidentiality. However the circumstances giving to rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

MS-UK Complaints procedure reviewed November 2018

