

***Complaints Policy***

***FibroSupport - Wales*** is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our members and trustees. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members and trustees and in particular by responding positively to complaints, and by putting mistakes right.

**Therefore we aim to ensure that:**

* making a complaint is as easy as possible;
* we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
* we deal with it promptly, politely and, when appropriate, confidentially;
* we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
* we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

**Our aims are to:**

* resolve informal concerns quickly and impartially;
* keep matters low-key;
* enable mediation between the complainant and the individual to whom the complaint has been referred.
* An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Our **COMPLAINTS PROCEDURE** has three stages:

**STAGE 1: FIRST INFORMAL COMPLAINT**

You should, in the first instance, make your concerns known to the Volunteer Manager. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

**STAGE 2: FORMAL COMPLAINT**

If you wish to proceed, you will need to put your complaint in writing addressed to the Volunteer Manager at the below email address. Your complaint will be acknowledged in writing or by phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the volunteer manager, you may address it directly to Marie Phillips.

**STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED**

At this stage the complaint will be dealt with by the chair person in conjunction with a member of the management committee who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to sub group of the management committee and their response will be final.

**Contact:**- talktous@fswales.org