

Complaints and feedback policy

The purpose of this policy is to outline how we will respond to complaints and feedback, both compliments and concerns, in a timely, appropriate and fair manner. This policy sets the standards we will uphold for all complaints.

This policy applies to:

- Staff, including permanent and temporary colleagues, as well as colleagues on fixed term contracts.
- Volunteers, including trustees and people on student placements
- Third parties, who represent us and fundraise on our behalf.

Contents

1. Introduction	2
2. Who does this policy apply to?	2
3. Definitions	2
3. Our promise	3
4. Process	4
5. Lessons Learnt	5

Policy index	
Document	Complaints and feedback policy
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1. Introduction

We're committed to delivering a high standard of service both to our beneficiaries who we support and to those who support us rebuild lives after stroke through donations of time or money. We love to hear when things have gone right, but we also want to hear when things haven't gone to plan to ensure we can improve and deliver the highest level of service possible.

This policy outlines how we will respond to complaints and feedback in a timely, appropriate and fair manner and ensure we learn from our mistakes to make sure we continually improve.

2. Who does this policy apply to?

This policy applies to:

- **Staff**, including permanent and temporary colleagues, as well as colleagues on fixed term contracts.
- **Volunteers**, including trustees and people on student placements.
- **Third parties**, who represent us and fundraise on our behalf.

3. Definitions

Feedback

Feedback can be positive and negative. It may highlight areas of improvement but it is not an expression of dissatisfaction. We will acknowledge and consider all feedback. .

Complaint

A complaint is any expression of dissatisfaction, regarding the standard of service, actions or inaction, policy or position of the Stroke Association, our staff, volunteers or organisations working on our behalf from a member of the public.

Serious complaint

A serious complaint is severe in nature and may indicate a safeguarding issue, or a serious incident.

If you are a member of staff whose complaint is about another member of staff, follow the Grievance Policy.

If the complaint is whistle-blowing follow the [whistle-blowing policy](#).

3. Our promise

In line with our [Supporter Promise](#) and [Our Commitment to you](#), we will listen to and respond to all complaints and feedback thoroughly, fairly and efficiently. We will:

- Keep accurate records of complaints and feedback received, and where necessary, the outcomes of investigations.
- Do our best to resolve complaints quickly and efficiently. If we cannot resolve a complaint straight away we will investigate and respond fully to complaints within 20 working days of receipt.
- Keep the details of complaints and feedback confidential as far as it is appropriate to do so.
- Report complaints volumes to the Fundraising Regulator and relevant authorities in our annual returns.
- Report to the Charity Commission any incidents that are serious incidents (as set out in the [Charity Commission's guidance](#)).
- Investigate all complaints fairly and thoroughly ensuring we remain impartial at all times.
- Acknowledge when things have gone wrong and take proportionate action to put things right, including apologising where appropriate.
- Conduct lessons learnt activities to ensure we learn from our mistakes and pass on feedback to relevant teams.
- Regularly train our staff to appropriately handle complaints and feedback.
- Share the numbers of complaints and their outcomes with our Trustees who are ultimately responsible for managing complaints.
- Comply with the obligations of the NHS England Service conditions relating to complaints, namely:
 - The Provider must: 16.2.1 provide clear information to Service Users, their Carers and representatives, and to the public, displayed prominently in the Services Environment as appropriate, on how to make a complaint or to provide other feedback and on how to contact Local Healthwatch; and
 - 16.2.2 ensure that this information informs Service Users, their Carers and representatives, of their legal rights under the NHS Constitution, how they can access independent support to help make a complaint, and how they can take their complaint to the Health Service Ombudsman should they remain unsatisfied with the handling of their complaint by the Provider.

We are unable to investigate issues outside of the responsibility or control of our Charity.

4. How do I complain?

You can provide a compliment, feedback or make a complaint via our [website](#)

Or alternatively they can be sent to:

Supporter Relations Team
Stroke Association
1 Sterling Business Park
Salthouse Road
Northampton
NN4 7EX

To speak to someone in Supporter Relations you can call [0300 3300 740](tel:03003300740), email: supporter.relations@stroke.org.uk or reach us on one of our social media platforms.

Feedback will be recorded, acknowledged and areas for improvements will be considered. Feedback will be considered as part of our lessons learnt.

Complaints

- **Stage one:**

Initially your complaint will be dealt with either by the individual who receives it, or passed to the relevant team, depending on the nature of the complaint. They will thoroughly investigate the concerns raised and issue a response within 20 days.

- **Stage two:**

If your complaint cannot be resolved locally, or if you remain unhappy after an initial investigation, you can ask for the matter to be escalated to a manager for a second review. They will impartially investigate your concerns and issue a second response within 20 days.

- **Stage three:**

If your complaint is still not resolved after a second investigation, then your complaint will be escalated to an Executive Director for a final review.

Fundraising Regulator

We are registered with the [Fundraising Regulator](#). If you remain unhappy with our complaint resolution regarding fundraising, and our internal processes have been exhausted, then you may contact the Fundraising Regulator to investigate independently.

Independent Betting Adjudication Service (IBAS)

If you are unhappy with our complaint resolution in relation to our weekly lottery or raffle, and our internal processes have been exhausted then you may contact the [IBAS](#) who are an alternative dispute resolution service approved by the Gambling Commission.

Parliamentary and Health Service Ombudsman

If you are unhappy with our resolution regarding a complaint on our NHS stroke support services then you can raise a complaint with the [Parliamentary and Health Service ombudsman](#).

5. Lessons learnt

We strive to improve from our mistakes and to actively listen to your feedback.

We will conduct quarterly lessons learnt to analyse the root causes of complaints and feedback for reoccurring themes or trends which may highlight areas of improvement.

We will produce an annual lessons learnt report to Trustees on trends and remedial action taken.