



Complaints Policy

November 2023

1. Policy statement

The purpose of this policy is to set out how the charity will respond to and learn from complaints. This will support us in delivering a consistent and high quality service to our external stakeholders and ensure we are working within the guidance set out by external regulators.

2. Policy scope

This policy applies to all Crohn's & Colitis UK staff and volunteers when receiving complaints or feedback from a member of the public regarding our service, activities or decisions. Employment Issues are not covered and the Grievance and/or Whistleblowing Policies should be followed in those cases.

This policy also applies to third party fundraisers who may be acting on our behalf.

If litigation regarding a complaint is raised prior to the end of our complaints procedure, then the complaints procedure will be halted and the legal action responded to.

3. Policy description

Feedback is important to the charity and we encourage our community to share it with us so we can learn from our mistakes. We pride ourselves on a high standard of services across the charity and we want to know if our community are unhappy.

All feedback will be recorded and reviewed regularly. Complaints will be taken seriously and dealt with quickly, efficiently and fairly.

We define a complaint as an expression of dissatisfaction from an external stakeholder that requires an action on our behalf. An external stakeholder can be any volunteer, individual or organisation who has a legitimate interest in Crohn's & Colitis UK, including the general public.

Complaints will be managed through a 3-stage process with escalation to more senior members of staff where necessary. The first response is an initial investigation, and the issue will be escalated should the complainant confirm that they wish to make a formal complaint. The final response will be from the Chief

Executive. The final response will include how the complainant can take their complaint outside of the charity if they are still unhappy.

The initial investigation will be completed within 3 working days with each further stage taking 10 working days to complete.

We will comply with data protection legislation and report certain breaches to the Information Commissioner's Office (ICO). Even if reporting to the ICO is not required, data breaches will be recorded on the CRM as an incident to support learning and for reporting to the Board.

4. Policy responsibility and accountability

The Senior Leadership Team is accountable for:

- Implementation of the policy for all types of complaint
- Development and maintenance of full guidance and public notes
- The maintenance of accurate and up to date records of complaints and learning from them

The Board of Trustees is responsible for:

- Reviewing this policy every 3 years

5. Review date

Crohn's & Colitis UK undertakes to review the policy:

- as a minimum every 3 years
- following change in legislation or best practice guidance
- If any changes are required following review of a serious incident or report

Changes to this policy will be approved by the Senior Executive Team. In the event of substantial change the policy will be agreed by the Board of Trustees.

6. Policy date

This policy was agreed by the Crohn's & Colitis UK Board on 15th November 2023.