



Complaints Policy (ADSHG_CP_v1-11-25)

Context and Scope

This policy applies to complaints received in writing or online that relate to the Addison's Disease Self-Help Group (ADSHG).

It covers concerns raised by stakeholders, including service users, members, donors, volunteers, fundraisers and the general public, about the conduct of ADSHG staff, volunteers, services, communications, or activities.

Purpose of the Policy

The ADSHG is committed to operating in an open, accountable, and respectful manner. We value feedback and view complaints as opportunities to improve our services and strengthen trust with our stakeholders. This policy ensures that complaints are handled fairly, promptly, and constructively.

Definitions

- Complaint: An expression of dissatisfaction about the ADSHG's actions, services, staff, volunteers, or communications.
- Complainant: The individual or organisation making the complaint.
- Executive Team: Senior staff responsible for managing the charity's operations.
- Board of Trustees: The governing body overseeing the strategic direction and accountability of the charity.

People and Responsibilities

When a complaint is received, the ADSHG will work with the complainant to resolve the issue promptly and satisfactorily. Depending on the nature of the complaint, it may involve the Executive Team, Board of Trustees, or a relevant regulatory body.

Process Overview

The ADSHG aims to:

- Make the complaints process accessible and inclusive, accommodating preferred communication methods.
- Treat complainants with respect, courtesy, and confidentiality where appropriate.
- Investigate complaints fully and impartially.
- Respond within a reasonable timeframe.
- Provide clear information and support to all parties involved.
- Offer escalation options if the complaint is not resolved satisfactorily.

Complaints Procedure

1. Making a Complaint

Complaints can be submitted via:

- Email: opsmanager@addisons.org.uk or enquiries@addisons.org.uk
Both inboxes are checked twice or 3 times a week.
- Post to our registered address: 117 Kingsley Avenue, Rugby, CV21 4JZ

Please include your name, address, and contact number to help us respond effectively.

2. Complaint Details

To help us address your complaint accurately, please include:

- A clear description of the issue and how it occurred
- How it has affected you
- What you believe should be done to resolve it

3. Procedure

- Acknowledgement Stage: We will acknowledge your complaint within 7 working days.
- Investigation Stage: We aim to respond fully within 10 working days. If more time is needed, we will inform you. The Executive Team and/or Board of Trustees will lead the investigation.
- Appeal Stage: If dissatisfied, you may appeal to the Chair of the charity within 10 working days of receiving the outcome.

- Escalation: If unresolved, you may contact external bodies such as the Fundraising Regulator, Charity Commission, or Information Commissioner's Office.

Situations Where We May Not Respond

ADSHG may choose not to respond to complaints in the following circumstances:

- The complaint is unrelated to ADSHG activities.
- The complaint has already been addressed and is being pursued unreasonably.
- The complainant is abusive, prejudiced, or offensive.
- The complainant is harassing staff.
- The complaint is incoherent or illegible.
- The complaint is part of a bulk mailing to multiple organisations.

Anonymous complaints will be investigated where possible, but we cannot respond directly to the complainant.

Monitoring and Reviewing

This policy will be reviewed every 2 years by the Director, and any updates communicated to staff and volunteers.

Last reviewed Nov 2025