

How we deal with complaints and feedback

This page sets out how to share feedback with Action for M.E., including compliments, complaints and representations.

A **compliment** is positive feedback or praise on any aspect of our work, its impact and/or colleagues working for the organisation. See below.

A **complaint** is any expression of dissatisfaction, whether justified or not, about any aspect of Action for M.E.'s work. A complaint is a written or oral expression of dissatisfaction or disquiet in relation to our work. A complaint may arise as a result of an unwelcome or disputed decision, concern about the quality or appropriateness of services, delay in decision-making, or about the delivery or non-delivery of services for any adults, young people, children and carers. See page 2.

A **representation** is a matter other than complaints, which give rise to concern or comment from service users or carers. It may also be a question, remarks of ideas that require a response, eg. a question about availability or delivery of a service or unmet need; ideas or proposals about doing things differently or services needed. See page 2.

We are committed to:

- publicising our procedure so that people know how to contact us
- making sure everyone at Action for M.E. knows what to do if a complaint is received
- making sure all complaints are investigated fairly and in a timely way
- making sure that complaints are, wherever possible, resolved and that relationships are repaired
- gathering information which helps us to improve what we do.

Contacting us

Written complaints or representations may be sent to Action for M.E. at 42 Temple Street, Keynsham, BS31 1EH or by email at questions@actionforme.org.uk

Verbal complaints, representations and compliments may be made by phone to 0117 927 9551 or in person to any of the charity's staff, volunteers or Trustees at the office, through our website and other online forums or at any of our events or activities.

Sharing compliments and positive feedback

- Your feedback will be passed to the appropriate Manager for logging.
- We undertake quarterly reviews of any emerging themes and/or insight to help us improve our work.

Making a complaint

We have a three-step procedure for anyone wishing to make a complaint:

- Resolution first – wherever possible, agree a quick resolution
- Level 1 – where we need to investigate and propose a resolution
- Management review – where the complainant asks us to review a proposed resolution.

This procedure is set out as follows:

- We will use our “Recording a complaint” form to ensure we record details accurately.
- If we are able to identify a quick resolution, we will discuss this with you if possible, ensuring you are satisfied with our response.
- If there is no immediate resolution apparent, it will be escalated to a Manager as a Level 1 complaint, which will require investigation; we will contact you with two working days to set out how we will take it forward. We commit to resolving Level 1 complaints within 10 working days. The outcome will be sent to you in writing (by letter or email), ensuring you are satisfied with our response.
- If there is no resolution at Level 1, your complaint will be escalated to Management Review. We commit to resolving Management Review complaints within 10 working days. The outcome will be sent to you in writing (by letter or email). If you are not satisfied with the decision/outcome, we will advise you that you can complain to the Charity Commission or Companies House.

Making a representation

- We will use our “Recording a representation” form to ensure we record details accurately.
- Our Operations Director will review this to determine whether any further action is required, within 10 working days, and take this forward as necessary.