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| POLICY TITLE  | COMPLAINTS POLICY |
| AUTHOR        | CEO               |
| APPROVAL DATE | 13 AUGUST 2025    |
| REVIEW DATE   | 2028              |

## Policy statement

PSPA is committed to providing a high standard of service to all our supporters and wish to provide the best possible opportunities for people to provide feedback. We want to know when things work well and when things don't work well. Positive feedback can help support our work and can be provided via phone, email or in writing.

However, we accept that sometimes we will not always get it right and we therefore welcome and value constructive comments and criticisms. If you are unhappy with the service we provide, we would like to hear from you so that we can improve and try to make sure your experience is not repeated.

This policy applies to individuals (members of the public), volunteers and organisations. It does not apply to employees who should use the grievance policy.

## Making a complaint

Complaints can be made in the following ways.

- By phone on 01327 322410.
- Emailing [info@pspassociation.org.uk](mailto:info@pspassociation.org.uk)
- Writing to PSPA, Margaret Powell House, 415a Midsummer Boulevard, Milton Keynes, MK9 3BN.

If you make a complaint, it will not affect the support that you receive from us in any way.

## Dealing with a complaint

We seek to ensure complaints are:

- Dealt with by a named point of contact.
- Listened to and investigated thoroughly.
- Acknowledged speedily (within 5 working days) and recorded.
- Dealt with in an appropriate, fair and timely manner (within 20 working days).

- Learned from – we use the outcome of complaints and any remedial action as a positive way of monitoring and improving performance.
- All complaints are treated confidentially – only those who need to will have access to information about a complaint.

## **Confidentiality**

We will respect your confidentiality and keep your complaint and feedback confidential as far as possible. Any information about the complaint or feedback will usually be shared with those who need to know to help resolve the complaint.

There may, however, be occasions when we cannot provide absolute confidentiality. This may, for example, arise in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances our Safeguarding Policy will take precedence over this policy and any relevant information may be shared with others concerned in the safety and welfare of people affected by PSP & CBD.

## **Stage One**

### **What we will do:**

- If you make a complaint by telephone, your complaint will be recorded in writing to make sure we can follow up. We hope to be able to resolve the complaint during the call. If you make a complaint by email or post, we will acknowledge receipt of your complaint within 5 working days.
- If a negative comment is made on social media, it will be responded to. the person making the comment will be contacted with a copy of the complaints policy and asked to email their complaint.
- We will talk to you about what you would like to happen following the complaint.
- We will advise you of the outcome of your complaint within 20 working days from the date we received your complaint.
- Discuss with you how you would like to receive your response – for example, by telephone or letter.

This is known as a stage one complaint.

### **When we investigate your complaint, our purpose is to:**

- Establish exactly what the problem is and how it occurred.
- How it has affected you.
- Understand what steps will be taken to put the matter right.
- Ensure you receive an apology where this is appropriate.
- Make sure the same problem is not repeated.

We hope that you will be satisfied with the outcome of your complaint.

## Stage two

However, if you are unhappy with the outcome, you can Appeal.

You can do this by writing within 10 days of hearing the outcome of your original complaint. Your appeal will be passed onto a senior manager or Trustee.

You will receive an acknowledgment of receipt of your complaint in 5 working days. And you will get a formal response to your complaint in 21 working days.

## Stage three

If you remain unhappy with the outcome and your complaint was about fundraising, you have two months to refer your complaint to the Fundraising Regulator ([fundraisingregulator.org.uk](https://fundraisingregulator.org.uk)). The Fundraising Regulator then has 60 days to review the complaint and write to you with their decision.

If it was for a non-fundraising issue, you can refer your complaint to the Charity Commission ([charitycommission.gov.uk](https://charitycommission.gov.uk)). This organisation regulates charities in England. You will need to give them our charity registration number, which is 1037087. Or if you are in Scotland can complain to the Scottish Charity regulator the OSCR, our registration number is SC041199.

If it is a complaint relates to how your personal data has been used, you can contact the Information Commissioner at <https://ico.org.uk/make-a-complaint/>

## Time limits for making a complaint

It is best to inform us as soon as possible if you have a complaint and within 12 months of the event happening or within 12 months of discovering you have cause to complain. Complaints received outside of these timescales may still be investigated if there is a reason the complaint could not be made earlier and only if it is possible to investigate what happened.

Find out more about our [Supporter Promise](#).