## **ELF Complaints Policy**

1. **Introduction and Overview**

Exeter Leukaemia Fund (ELF) aims to provide supporters and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services, or our supporters, feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us, and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The procedure outlined below is intended for use by supporters and users of our services, where informal communication has not resolved the problem. It is You should also intended for use by individuals refer to this policy if you are external to the organisation who and would like to make a complaint about people someone working for on or on behalf of Exeter Leukaemia Fund.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you will a prompt response and tell you who to go to if you want to escalate your complaint further.

1. **What you should do if you have a complaint about ELF, our services or a member of our team**:

The complaint should be made either in person, or by telephone, letter or email to the Chief Executive Officer who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Chief Executive Officer the complaint should be addressed to the Chair (marked ‘*confidential’*).

**What Exeter Leukaemia Fund will do:**

The Chief Executive Officer (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to you within a reasonable time – normally within one calendar month of the complaint being received. If the complaint is found to be justified, the Chief Executive Officer (or Chair) will discuss any further action with you.

1. **What to do if you wish to appeal our decision**

If you are not satisfied with the outcome of your complaint, then you are welcome to escalate your concerns to the Board of Trustees. A panel consisting of no fewer than two Trustees will consider your appeal and discuss any further action with you. The decision of the appeal panel is final and no further appeals will be considered by Exeter Leukaemia Fund

1. **What to do if we are unable to reach a resolution**

In the unlikely event that we are not able to resolve your complaint, you may wish to escalate your concern to the Fundraising Regulator. [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk/)

1. **Confidentiality**

All complaints will be treated in the strictest confidence and in line with our Privacy Policy.

1. **Improving our services**

We are always striving to improve and will treat comments and complaints as an opportunity to learn. We are happy to acknowledge mistakes we make, apologise for them and then try to prevent them from happening again in the future. Thank you for helping us to provide a better service.

The Chief Executive Officer (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, contact:

The Chief Executive Officer (or Chair) at Exeter Leukaemia Fund

Tel: 01392 493344

Email: [molly@elfcharity.org.uk](mailto:molly@elfcharity.org.uk)

Address: Exeter Leukaemia Fund, Haematology Centre, Royal Devon & Exeter Hospital[,](https://exeterleukaemiafund106.sharepoint.com/sites/CEO_Governance/_layouts/15/Doc.aspx?sourcedoc=%7B3E37EF05-6901-4D02-8232-9C57F2B79DCB%7D&file=Employee_Handbook_Revision_Nov2022_V3%20MS%20Comments.docx&action=default&mobileredirect=true) EX2 5DW

Approval and Review

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| **Approval By** | **Date** | **Next Review Date** |
| Trustee Board | February 2023 | 2028 |