



Registered Charity No: 1070607
Registered in England, Company No: 3496304 Company Limited by Guarantee

COMPLAINTS PROCEDURE

The Diabetes Research & Wellness Foundation (DRWF) is committed to providing a quality service, which means we listen and respond to the views of those people who are using or going to use our services.

To enable us to improve the services we offer, we welcome both positive and negative feedback.

We feel it is important to make our complaints procedure as clear and as easy as possible. Therefore, we aim to ensure that,

- we have a published Complaints Procedure;
- we treat any verbal (telephone or in person) or written (letter, fax, or email) complaint (notification of dissatisfaction) seriously;
- we resolve complaints quickly and amicably;
- we respond in an appropriate and honest way, apologising when we get something wrong; giving an explanation where required and informing the complainant of the action being taken to address;
- we use all complaints as a learning curve to ensure we continue to offer the quality service that our stakeholders and beneficiaries expect and deserve

How to make a complaint to DRWF:

1st STEP:

- Complaints can be made by telephone, letter, email, fax or in person and directed to our Head Office: DRWF 101-102 Northney Marina, Hayling Island, Hants. PO11 0NH. Telephone: 023 92 637808 Email: enquiries@drwf.org.uk www.drwf.org.uk
- Please provide us with relevant contact details so that we can respond accordingly
- In the first instance your complaint can be made to the most appropriate person to deal with your concern if you know their name or department
- We will reply within 14 days to a written complaint and if for some reason, it is going to take longer than this, we will let you know with an explanation of why

- If you send a complaint via an out-sourced service provider, such as our direct mail response handler, it may take longer to reach us and therefore our response may be outside of the 14-day period. However, we will endeavour to ensure it does not take longer than 4 weeks to contact you
- If you do not have the name of the relevant person or department or you wish to contact the Chief Executive, you may do so at:

Sarah Bone
Chief Executive
Diabetes Research & Wellness Foundation
101-102 Northney Marina
Hayling Island
Hants. PO11 0NH
Tel: 023 92 637808
enquiries@drwf.org.uk

- The Chief Executive will either ask the appropriate person to investigate your complaint, or reply to you directly

2nd STEP:

- If you are not happy with the response and explanation received you should communicate this directly to the Chief Executive outlining why you are not satisfied
- The Chief Executive will respond within 14-days

3rd STEP:

- If you are still dissatisfied with the Chief Executives response, you can contact the Chairman of Trustees, Mr. Michael Gretschel, at the above address.

4th STEP:

- If you are still not satisfied with the response to your complaint from the Chairman of Trustees, you can contact the Charity Commission for further advice. Tel: 0870 333 0123 or visit their website www.charity-commission.gov.uk

If you require DRWF to communicate this complaints procedure in an alternative format, please let us know. We will do our best to accommodate you.