



Complaints Procedure Policy

Version Control

Issue	Description of change	Approval	Date of issue
2	Policy Updated	Sarah Tutton	Aug 2023
2.1	Review and formatting	Mikyla Fernandes	Oct 2024

Contents

Introduction	1
How to Make a Complaint to DRWF	2

Introduction

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 encourage and welcome all 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 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 the complaint
- We use all complaints as a learning curve to ensure we continue to offer the quality service that our supporters and beneficiaries, and others that we work with, expect and deserve.

How to Make a Complaint to DRWF

First Step

- Complaints can be made by telephone, letter, email or in person and directed to:

Diabetes Research and Wellness Foundation
Building 1000
Langstone Park
Havant
Hampshire
PO9 1SA

Telephone: 023 92 637808
Email: enquiries@drwf.org.uk
Website: 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 or sent directly to the Supporter Services Manager.
- 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.
- The Supporter Services Manager will either ask the appropriate person to investigate your complaint or reply to you directly.

Second Step

- If you are not happy with the response and explanation received, you should communicate this directly to the Supporter Services Manager who will escalate the complaint to the Chief Executive outlining why you are not satisfied.
- The Chief Executive will respond within 14-days.

Third Step

- If you are dissatisfied with the Chief Executive's response you can contact the Chairman of Trustees at the above address.

Fourth Step

- If you are still not satisfied with the response to your complaint you can contact the Fundraising Regulator <https://www.fundraisingregulator.org.uk/> 0300 999 3407 or visit the Charity Commission website www.charity-commission.gov.uk for further advice.

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