



## Complaints Policy of Batten Disease Family Association

### Introduction

The Batten Disease Family Association (BDFFA) views complaints as an opportunity to improve for the future, as well as the time to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at BDFFA knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of BDFFA – encompassing both our fund raising, support and advocacy and other work in the UK.

### Where Complaints Come From

Complaints may be made by any individual, volunteer or organisation who has a legitimate interest in BDFFA, including the general public if something is perceived to be improper. A complaint may be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should refer to BDFFA's grievance policy on such matters.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of BDFFA.

### Review

This policy is reviewed regularly and updated as required.

Approved by Trustees on 7/9/2020

Signed Pauline Docherty