Complaints Procedure v1 04/03/23



# **Pain UK CIO Complaints Procedure**

Pain UK CIO aims to provide its workforce and member charities with the best possible service. However, we recognise that from time to time there may be occasions when users of our services 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 individual concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

**This is what you should do**:

The complaint should be made either in person, or by telephone, fax, letter or email to the Complaints Lead who will acknowledge, in writing within ten working days, the receipt of any complaint.

If the complaint is about the Complaints Lead the complaint should be addressed to the Chair of the Board of Trustees (marked ‘*confidential’*).

At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

**This is what Pain UK CIO will do:**

The Complaints Lead (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received.

If the complaint is found to be justified, the Complaints Lead (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Complaints Lead (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. They will report to the Board on this at least annually.

**If you have a complaint, contact:**

Complaints Lead Jo Betterton jo@painuk.org

Chair of Board of Trustees Jess Potts jess@painuk.org

Date adopted: 04.03.23

Review date: 04.03.25

Signed by Jess Potts, Chair of Pain UK CIO.



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