FOWLER'S
SYNDROME UK

Third Party Complaints Policy

The following is guidance as to how Fowler's Syndrome UK (hereafter referred to as "FSUK") handles complaints received from the public and professionals that are directed at FSUK. This is not a policy for handling staff work-related complaints, or the process for FSUK raising a complaint. In order to ensure our organization and programs remain at a high and improving standard, we have a procedure to follow should you not be satisfied with your dealings with the organization.

Definition of a Complaint

A complaint is any expression of dissatisfaction or statement of something unsatisfactory, whether justified or not, about any aspect of FSUK and the work of its' mission. If the complaint is about an individual(s) professional practice or FSUK considers the complaint should be directed to that individual(s) principal organisation or governing authority, FSUK will not instigate an investigation. FSUK will recommend that the complainant consider passing their complaint to the individual concerned, or the service lead, relevant organization, or over-seeing governing authority.

Formal Complaints Related to the Actions of FSUK

● We accept complaints by post and email
● All postal/emailed complaints should be addressed to Chief Executive Officer of FSUK and include details of the individual(s) and/or event(s) to which the complaint applies. The correspondence should include the address, telephone number, and preferably also the email address of the person to whom FSUK should respond
● If the complaint is about the Chief Executive Officer of FSUK, this should be addressed to the Chair of the Board of Trustees of FSUK
●FSUK will not accept or use social media to respond to formal complaints
● The Chief Executive Officer of FSUK (or the Chair, as above) will determine who should lead on the investigation and based on the nature of the complaint
● A notification will be sent to the complainant acknowledging receipt of their correspondence and informing them of the lead for the investigation; unless it is determined at the above stage that this is not a matter for FSUK, in which case a notification letter or email will be sent explaining this
● The lead will undertake the appropriate investigation, consider reasonable actions and report back to the Chief Executive Officer
● The Chief Executive Officer will consider the actions and determine whether the complaint is i. not upheld; ii. upheld and managed by the Chief Executive Officer accordingly; iii. referred to the Board for further discussion. A summary of all complaints will be provided to the Board on a regular basis.

● In either outcome of i. or ii. above, a notification with the outcome of the investigation will be sent to the complainant with the invitation to reply if there are further concerns. If further concerns are received the process will be reinstated
● In the event of referral to the Board, the Chief Executive may first raise the concern with the Chair of the Board for Chairs' action or seek to have this raised with the Board. Notification will be sent to the complainant to inform them of the action, and then again of the outcome, with the invitation to reply if there are further concerns. If further concerns are received, these will be reviewed by the Board
● In the event a complaint cannot be resolved by this process, the Board will consider whether a third independent party with the relevant investigative experience should be invited to review the case

As FSUK is a registered charity in England, the complainant can complain to the Charity Commission or fundraising regulator. Information about the kind of complaints the Charity Commission and fundraising regulator can involve itself in can be found here https://www.gov.uk/complain-about-charity.

If you have any questions about FSUK's Third Party Complaints Policy, please do not hesitate to contact us.

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