



Complaints Policy for Service Users

Nurse Lifeline aims to maintain high standards in all that we do, but recognise that we can sometimes get things wrong, despite our best intentions.

We view a complaint as an opportunity to put things right for the person making the complaint, and to improve the service that Nurse Lifeline offers. We would not be able to do so, or learn for the future, if we did not receive feedback when things go wrong. Therefore we value, actively encourage and take seriously any feedback we receive.

The purpose of this Complaints Policy is to facilitate resolution of disputes informally without resorting to formal investigation or legal proceedings. We will aim to explore every reasonable option to resolve complaints by working together with the individual who has placed the complaint to agree an outcome which is acceptable to both them and us.

Our response to your complaint will always describe the action we have taken to investigate the complaint, conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint.

We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are met.

The information below sets out our Complaints Procedure.

Complaint

A 'complaint' may in this context be defined as any expression of dissatisfaction in relation to Nurse Lifeline that requires a response from Nurse Lifeline.

Where complaints may come from

Complaints may come from Nurse Lifeline service users, those involved in activities, donors, sponsors, supporters or any other individual or organisation who has a legitimate interest in Nurse Lifeline.

Complaints which cannot be dealt with under this Procedure

This Procedure is only for the above type of external complaint, and does not apply to internal complaints or grievances from staff, volunteers or trustees.

Whilst Nurse Lifeline is committed to ensuring that complainants are entitled to receive responses to a complaint and to challenge any responses received from Nurse Lifeline, it will not deal with complaints or challenges where in the reasonable opinion of the Chair of trustees, they amount to persistent, habitual or vexatious complaints or challenges.

Nurse Lifeline expects any complainant to be polite and respectful and will not tolerate aggressive, abusive or unreasonable behaviour or demands.



How to make a complaint

First Stage

If you wish to place a complaint you can contact us by email on ops@nurselifeline.org.uk

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- the reason for your complaint
- where and when the issue you are complaining about occurred
- the name(s) of anyone involved (if known)
- details of the outcome you are hoping for (we are not obliged to resolve the complaint in that way)
- your contact details (name, address, daytime telephone number and/or email address)

Complaints in writing

If you would prefer to write to us, please send your complaint by either hardcopy letter or by email, to one of the following:

Operations Manager, Nurse Lifeline, 85 Great Portland Street, London W1W 7LT

Timescales for all First Stage complaints made by phone or in writing

We will acknowledge receipt of your complaint within the following timescale:

- by email, within 48 hours if you contact us by email
- by letter, within 5 working days if you contact us by letter

Our acknowledgement will inform you of when we will next contact you, with either a proposed resolution or an update. It will also inform you of the name of the person dealing with your complaint. The named person will then investigate your complaint and aim to inform you of the overall definitive outcome of the investigation within 20 working days. If this is not possible because, for example, an investigation has not been fully completed, we will contact you with an updated timeframe for resolution.

Second stage

If for any reason you are not happy with the resolution of your complaint under the First Stage procedure outlined above, you can bring this to our attention by writing to us at the below address or by emailing our Operations Manager with 'FAO: Chair of Trustees' in the subject heading.



Chair of Trustees, Nurse Lifeline, 85 Great Portland Street, London W1W 7LT

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage procedure, and what action you would prefer us to take to put things right.

The Chair of Trustees will send an acknowledgement within 7 working days and arrange for the Chair or another appropriate member of the Trustee Board to investigate your complaint and respond with a definitive outcome within a further 20 working days.

Third stage

If you are still not satisfied with our response and wish to take your complaint further, please inform the Chair of Trustees within 28 days of receiving the definitive outcome that was issued to you under the Second Stage. Please contact him/her by letter or email as required for the Second Stage (as above).

Your case will then be passed to a panel of at least two trustees (not including any trustee about whom the complaint was made or the trustee who investigated and responded to you under the Second Stage). The panel will further investigate your complaint and will contact you with their conclusions and any actions to be taken.

You can expect this to take a further 20 working days from the date on which we receive your letter or email request to implement the Third Stage.

Follow up

In order for us to make improvements to Nurse Lifeline and its services, we may wish to contact you within one month of your complaint being dealt with to confirm that you were satisfied with our resolution. Any information you provide will only be utilised to make improvements to Nurse Lifeline and its services.

Taking your complaint outside Nurse Lifeline

The Fundraising Regulator

If your complaint is about our fundraising work or activities and you are not satisfied with our response, you are entitled to submit your concern to the Fundraising Regulator. Their guidance provides advice on best practice in fundraising to protect the public and donors, and support the vital work of fundraisers. As a member of the Fundraising Regulator, we are committed to abiding by any decision they may reach in relation to complaints that are escalated to them.

Their contact details are:

Fundraising Regulator 2nd Floor, CAN Mezzanine 49-51 East Road London, N1 6AH

Tel: 0300 999 3407

Website: www.fundraisingregulator.org.uk



NURSE LIFELINE

Here to listen. Here to encourage. Here together.

Charity Commission

If your complaint is about any other aspect of our charitable work other than our fundraising work or activities, you may wish to contact the Charity Commission. However, we suggest that before you do so you consider whether it is appropriate to contact the Commission in the first instance rather than ourselves. Guidance regarding when and how to direct complaints or concerns relating to a charity is available on the Charity Commission website, and their contact details may be found below:

Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG

Tel: 0845 300 0218

Website: www.charitycommission.gov.uk/publications/cc47.aspx

www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity