

# **Eastbourne Dementia Action Alliance (EDAA)**

## **Charity No. 1177692**

### **Complaints Procedure**

#### **Introduction**

We aim to provide the best service within our means, and to maintain high standards in all our dealings with the public and other stakeholders. This includes our members, volunteers and other supporters. However, we recognise that there may be times when, despite our best intentions, we get things wrong.

#### **Purpose and Scope of the Procedure**

We have implemented a procedure for making complaints to the EDAA, and our procedure to responding to them, so we can try to put things right for anyone who is not happy with their interactions with us or the service they have received. We hope that any such problems can be reconciled informally. If this is not possible, we will endeavour to deal with any complaint promptly, thoroughly, impartially and sympathetically in accordance with the procedure set out in this document.

This procedure is to be followed by all trustees, employed staff and any consultants or contractors commissioned by the charity to enact the management of its affairs who may find themselves required to respond to, investigate and/or otherwise resolve a complaint. They are also required to ensure that the findings are acted upon and, where necessary, that procedures are revised in order to avoid a recurrence of the issue that gave rise to the complaint. It does not apply to the following:

- a complaint made by a member of staff or a consultant or contractor commissioned by the charity to enact the management of its affairs about any matter relating to their employment.
- a complaint which is made verbally and resolved to the complainant's satisfaction no later than the next working day.
- other informal complaints, i.e. where a matter is raised verbally but the 'complainant' does not wish to register this formally. In these cases we will respond verbally within 7 working days, either in a person to person meeting or by telephone. This will be noted for our records, but we will not provide a written response.
- a comment or remark with no response expected/required.
- a request by a data subject to exercise their rights under the UK-GDPR, except where there is a dispute between the charity and the data subject about their rights and/or the accuracy of their personal data. (See our Privacy Policy for details of how to make a request exercise rights under the UK-GDPR).

All complaints, including the information provided in connection with them, will be dealt with in strict confidence and in accordance with the relevant provisions of our Data Protection Policy.

Whatever the outcome of your complaint we will describe the steps we have taken to deal with it, and any action we have taken as a result. Wherever possible we will respond by means of your chosen mode of communication.

While we will accept all complaints in good faith, and give them the attention they deserve, we will not tolerate those which, in the reasonable view of the Board of Trustees, are made maliciously, vexatiously and/or on the basis of discrimination.

### **How to make a complaint**

#### *Stage One*

If you have a complaint we would like you to get in touch with us about this either by telephone, post or email. The contact details are:

Tel: 01323 385285  
Email: [hello@eastbournedaa.co.uk](mailto:hello@eastbournedaa.co.uk)  
Post: Eastbourne Dementia Action Alliance, Unit E, Dittons Business Park, Dittons Road, Polegate, East Sussex, BN26 6HY

Unless good reasons for not doing so can be provided, complaints must be made not later than one month after the event from which it arises, or of you becoming aware of a cause for complaint.

As we do not have capacity to operate a live telephone customer service it will be necessary to leave a message if contacting us by phone. Please leave your contact details and make clear that the purpose of your call is to register a complaint. You should also provide an outline of the nature of the complaint. This will be treated as having been received on the date on which the message is recorded.

You may, if you prefer, appoint another person to make a complaint on your behalf. It will, however, be necessary for you to sign a written copy of the complaint to verify that the contents are accurate and true, and also to verify that your representative is authorised to raise the matter on your behalf. The signed document should include your own contact details as well as those of your representative.

To help us to address your complaint it would be helpful if you could provide us with as much information as possible. In addition to the nature of the complaint it would be helpful to know when and, if appropriate, where the conversation/incident you wish to report happened, the names of any EDAA representatives involved, and what you feel needs to be done to resolve the issue. You will be sent an acknowledgement of receipt of your complaint within 5 working days, the reference number assigned to it, details of how the outcome of the investigation will be notified, and an indication of when you can expect to receive a full response.

We will endeavour to notify you of the outcome of your complaint within 20 working days of the complaint being received. If we cannot do this (for example, if we need to make enquiries with other organisations or with individuals who cannot be easily contacted), then we will provide an acknowledgment within the above timescale which gives reasons for this and an approximate indication of when we expect to be able to provide you with a full response. If an investigation hasn't been completed within the notified timescale, an update will be provided every 10 working days thereafter.

### *Stage Two*

If, for any reason, you are not happy with the handling or outcome of your complaint under the procedure outlined above, you are invited to request that the matter is reviewed by the Secretary of the Charity. Any such request should be addressed to the Secretary in writing at the above address or by email at [secretary@eastbournedaa.co.uk](mailto:secretary@eastbournedaa.co.uk), and not later than one month after the date of the letter notifying the outcome of the Stage One investigation. It should include copies of all the relevant correspondence and documentation, as well as an explanation of why you are unhappy with the outcome of the initial investigation.

The request will be acknowledged within 5 working days of receipt, and within 10 working days the Secretary will contact you to let you know whether or not they have decided to uphold the original response.

### *Stage Three*

If you remain unsatisfied with the response, and wish to take your complaint further, you may escalate this to the Chair of the Board of Trustees. Any such request should be made in writing within 28 days of the date on the letter sent to you under Stage Two. Here again, copies of all the relevant correspondence and documentation should be enclosed.

Within 10 days of receipt of your request the Chair of the Board of Trustees will write to you with their decision and the reasons for it. The decision will be final but you may wish to contact the Charity Commission or (if your complaint concerns our fundraising activities) the Fundraising Regulator if you are remain unhappy with the outcome. Their contact details appear below:

#### Charity Commission

PO Box 211, Bootle L20 7YX

Tel: 0300 066 9197

Email enquiry form: <https://forms.charitycommission.gov.uk/enquiry-form/>

Website: <https://www.gov.uk/government/organisations/charity-commission#org-contacts>

#### Fundraising Regulator

Eagle House, 167 City Road, London, EC1V 1AW

Tel: 0300 999 3407

Email: [admin@fundraisingregulator.org.uk](mailto:admin@fundraisingregulator.org.uk)

Website: <https://www.fundraisingregulator.org.uk>

### **Follow up**

In order for us to make improvements to our services we may wish to subsequently contact you in order to check that you were satisfied with our response to your complaint. Any feedback you provide will only be used for the purpose of making such improvements.

This procedure will be reviewed annually by the EDAA Trustees, sooner if legislation, best practice, or other circumstances indicate this is necessary. All aspects of this procedure shall be open to review at any time.

*4 June 2023*