



Colostomy UK - Feedback, concerns and complaints policy

At Colostomy UK, we offer support and advice to people with stomas and to their families, carers and friends. This policy explains our 'Feedback, concerns and complaints' procedure. This will cover our work, including the behaviour of our staff, volunteers or those working on our behalf. We will address any concerns as quickly and effectively as possible. Feedback is very important to us and helps us improve and learn as a charity.

This policy applies to all that we do in the UK. This policy is not aimed at people within Colostomy UK, staff, volunteers and trustees. It is for external use only.

All feedback, concerns and complaints will be taken seriously. You can contact us in various ways; telephone, in writing, via e-mail or through our social media platforms. Our aim is to listen and give an appropriate response within a reasonable timeframe. We aim to get back to you within 10 working days; however, you will receive an initial response to acknowledge your e-mail, letter or message within two working days.

The following is what we mean by feedback, concerns or complaints. It will be treated in confidence unless we need to report on a criminal or safeguarding matter. It will be documented and where necessary we will investigate the concern and come back with any questions that might arise.

Feedback could be a suggestion, remark, praise, dissatisfaction, opinion, reaction, comment, or compliment.

A **concern** is a disclosure or allegation about possible or potential abuse, risk of, wrongdoing, illegal activity or poor practice in any area we work.

A **complaint** is where someone feels unhappy about the standards of service, actions or lack of actions by the organisation, staff, and volunteers working on our behalf.

Please address your complaint to hello@colostomyuk.org in the first instance, or write to Colostomy UK, 100 Berkshire Place, Winnersh, Wokingham, RG41 5RD

If you feel, we have not handled your concern or complaint, as you would have expected it to be, we would like the opportunity to make this right, however the following are options for taking your complaint further:

The Charity Commission, who regulates charities in England and Wales
www.gov.uk

The Fundraising Regulator, who regulates fundraising practice in England, Wales and Northern Ireland

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

www.fundraisingregulator.org.uk

The Information Commissioner's Office, who regulate information rights practices

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

www.ico.org.uk

Our Contact details: Phone: 0118 939 1537, E-mail: hello@ColostomyUK.org

Address: Colostomy UK, 100 Berkshire Place, Winnersh, Wokingham, RG41 5RD