

Feedback procedure

Our commitment to feedback

Feedback is information that has the potential to impact or influence the charity's procedures.

Our feedback procedure – compliments, comments and complaints

We welcome all types of feedback. You can help us see where our activities are being done well or where they might be improved.

We promise to take feedback seriously and deal with it consistently, appropriately, confidentially and in a timely manner. Feedback may be sent to supportercare@versusarthritis.org or through the Contact us form on our website at www.versusarthritis.org

Compliments

We'll pass on any compliments to the member of staff, team, or department concerned.

Comments

We'll pass on any feedback, suggestions, or comments to the relevant team and, if you've indicated that you'd like a response, we'll contact you to confirm receipt of your feedback and tell you what action has been taken.

Complaints

If you experience a problem with any aspect of our work and would like to let us know, please do so by writing or emailing us. Alternatively, if you would like to speak to someone about your concerns, please call 0300 790 0444.

We're always very grateful to receive your feedback, and if you have written to us with a complaint (either by letter or email) we'll normally respond to you within five working days. If this isn't going to be possible, a holding letter will be sent to you within 48 hours.

If you feel that we haven't resolved your complaint, please contact us again. We'll acknowledge receipt of your complaint within five working days, review, investigate, and normally respond to you within a further 10 working days. The review will be undertaken by a member of the senior management team.

Any unresolved complaints can be appealed and will be acknowledged within two working days and overseen by our feedback coordinator. Our chief executive officer will normally respond to an appeal within 28 working days.

APPENDIX i

Our feedback procedure to be used on our website

We value your feedback

We value your feedback – whether it's a compliments, comment and complaint. It's really important to us to know what we're doing well, and what we can improve.

How to give feedback

Call our supporter care team on 0300 790 0444.

Email us at supportercare@versusarthritis.org

Write to us at:

Supporter care team

Versus Arthritis

Copeman House

St Mary's Gate

Chesterfield, S41 7TD

Our promise to you

- We'll always treat your feedback seriously.
- Our team will treat you with courtesy, fairness and discretion.
- We aim to respond within five business days.
- If we need to make further investigations, we'll let you know we have received your feedback and tell you how long it will take to resolve.

If you remain dissatisfied

Your feedback will be referred to a senior member of staff who will work with our complaints coordinator to endeavour to resolve the issue. If your complaint is about fundraising, you can contact the Fundraising Regulator for an independent investigation.

Fundraising Regulator

2nd floor CAN Mezzanine Building

49–51 East Road

London N1 6AH

www.fundraisingregulator.org.uk

Phone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk



Versus Arthritis are a member of The Lotteries Council and if we're unable to resolve a raffle complaint to your satisfaction we can refer it to an alternative dispute resolution service, which is independent of the charity.

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In order for us to respond to your feedback effectively, we need to make a record of your name and address details.

Please let us know if you are NOT happy for us to do this and we will use your details solely to reply to your complaint. However, because we are not keeping your details on our database, we will be unable to ensure we do not contact you again in the future.'

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APPENDIX ii

Our feedback procedure: more detailed information about complaints

We aim to provide a high-quality service to our supporters and users and to listen to, and respect, the views of people affected by arthritis. We're also keen to ensure good relations with supporters, donors, and other external stakeholders and to promote a culture of openness and the capacity to respond positively to feedback received.

We recognise, however, that there may be times when our services may not meet expectations or needs and that occasionally things may go wrong. When this happens, it's important that we know, so that we can deal with any problem effectively. If you have a complaint, we will deal with it as quickly and efficiently as possible.

All complaints are treated confidentially – only staff who need to know will be party to information about a complaint.

Our senior management team review complaints regularly to ensure we note any trends and continue our work to improve services provided.

We take very seriously any complaints received.

Feedback helps us improve the quality of the services and support that we offer.

What to do if you have a complaint

As a first step, we suggest you contact the member of staff or department concerned to see if the problem can be resolved. Our staff will do everything they can to put things right.

If you're not happy with the response, feel that you can't approach the member of staff directly, or don't know who to contact, or if the matter is a more serious issue, you may wish to make a complaint in writing to our feedback coordinator who will deal with this on your behalf.

Please provide us with as much information as possible, including where possible:

- the reason for your feedback or complaint.
- where, when and what happened.
- the name(s) of anyone involved (if known).
- your contact details (name, address, daytime telephone number and/or email).

Who you should contact

For any information, feedback or complaints, please contact:

Feedback coordinator
Supporter Care Team
Copeman House
St Mary's Court
St Marys' Gate
Chesterfield S41 7TD

Phone: 0300 790 0444

Email: supportercare@versusarthritis.org

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