# MRF Complaints policy

MRF makes every effort to provide high quality services, to be honest and open, caring and professional. We aim to be respectful, fair and reasonable. We value feedback, whether positive or negative and aim to deal with them swiftly and effectively.

## Scope

Complaints can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether that be an individual or organisation, in the UK or anywhere else in the world.

Complaints by staff are governed MRF’s policies and procedures including anti-fraud, anti-harassment & bullying, safeguarding.

## Definition

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by MRF staff, contractors, suppliers and volunteers. It is a criticism that requires a response and has to be about some action for which MRF is responsible or is within our sphere of influence.

Examples of complaints could include the following: (this is not an exhaustive list)

* Concern about the behaviour of staff or volunteers
* Concern about a particular fundraising approach or campaign
* Concern about the quality of programme delivery

## Procedure

Most concerns will be dealt with informally by staff however, MRF recognises that not all issues can be resolved in this manner. Therefore a formal complaints procedure is required for occasions when the complaint is to be formally lodged and recorded.

**Step 1.** Contact MRF by [letter, phone, e-mail](https://www.meningitis.org/get-in-touch). Your complaint will be acknowledged within 14 days. The acknowledgement will set out who will deal with the complaint and the timescale within which a full reply will be given. It may ask for further information.

**Step 2.** If the complaint is not resolved and you are still dissatisfied then an investigation will take place and a course of action determined. The complaint will be recorded onto a complaints file. Typically the outcome of the investigation will produce one of two options:

* The complaint is justified. In which case we will take appropriate action.
* The complaint is not justified and we will inform you of this finding.

**Step 3a.** If you are not satisfied, you can write to us saying how you think your complaint has not been sufficiently dealt with, and a report will be passed to the Chief Executive, whose decision will normally be binding. If the complaint is about the Chief Executive the report will be forwarded to the Chair of Trustees.

**Step 3b.** If your complaint is regarding a fundraising matter you may take your complaint to the Fundraising Standards Board at [www.fsboard.org.uk](http://www.fsboard.org.uk), who will review all aspects of the case and will produce a written and final adjudication.