

## Complaints procedure

The Migraine Trust is committed to delivering a high standard of service to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. Our complaints procedure sets out how you can take up matters you think are unsatisfactory.

We aim to address any issues or concerns promptly and carefully as they arise. This complaints procedure will be followed if informal mediation fails and an individual or organisation wishes to register a formal complaint. It is our intention to learn from experience so that there will be no similar cause for complaint in future.

### What is a complaint?

We define a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action by the Trust or its staff, trustees or volunteers, where a formal record and response is required. This can include complaints about the level of service provided, the provision of inaccurate information, the behaviour of staff, trustees or volunteers, fundraising practices, appeals or activities.

### How to make a formal complaint

#### Step 1

Contact the Trust to raise your complaint using one of the following methods:

- **Send a message online** at [www.migrainetrust.org/contact](http://www.migrainetrust.org/contact). Please select the most relevant option under 'query relates to' and make clear in the 'query' text box that you wish to raise a formal complaint.
- **Call 020 7631 6970** and select the most relevant option that your complaint relates to. When speaking to a member of staff, please make clear that you wish to raise a formal complaint so that a written summary can be taken. The person receiving the complaint will agree with you, in so far as is practicable, that the written summary accurately reflects the nature of the complaint. We will ask for your name and contact details for the purpose of communicating with you about your complaint, if that is what you wish.
- **Write to** The Migraine Trust, 52-53 Russell Square, London, WC1B 4HP. If you know the most relevant department or staff member, you can mark your letter to their attention. Alternatively, address it to the chief executive.

Please provide us with your name and contact details and as much detail as possible so that we can respond and investigate efficiently.

We will acknowledge and provide an initial written response to your feedback within **10 working days** of receiving it.

Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will advise you of the outcome of our investigation in writing within **28 days** of receipt of the complaint. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

Complaints will be investigated by the chief executive or by another senior member of staff delegated by the chief executive to do so. The chief executive will be responsible for reporting the

outcome of any investigation into a complaint to the board of trustees, including action taken to prevent a recurrence.

### **Step 2**

If you are not satisfied with our response, please let us know as soon as possible. You can escalate your concerns to the chief executive who will consider the matter in more detail and attempt to resolve it. Where the complaint is against the chief executive, you can escalate your concerns to the chair of the board of trustees.

To escalate your complaint, please put this in writing to the chief executive (or chair of the board of trustees), marked 'Private and confidential', to the address given above.

If you are satisfied that we have been able to resolve your complaint, we will ask you to confirm this for our records.

### **Step 3**

If you are not satisfied that we have been able to resolve your complaint, the following options are available to you:

- You may contact the Charity Commission for England and Wales [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk) or the Scottish Charity Regulator (OSCR) [www.oscr.org.uk](http://www.oscr.org.uk) for advice. We are registered with both of these bodies. In England and Wales our charity number is 1081300 and in Scotland it is SC042911.
- If your complaint concerns some aspect of the way that our charity fundraises, you may contact the independent Fundraising Regulator (within two months of receiving our response) at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk).

The Charity Commission, the Scottish Charity Regulator and the Fundraising Regulator all state that complaints should, in the first instance, be raised directly with the charity concerned. Further guidance is available on their websites.

### **Recording complaints and your personal information**

We will keep a record on file for each formal complaint made to the Trust, which will help us to conduct our investigation and to monitor and evaluate our work. Our record of complaints may be inspected by regulatory bodies such as the Charity Commission or Fundraising Regulator. We will use the information you share with us, such as your name and contact details, to manage the complaint and communicate with you about it. All complaints will be subject to our confidentiality, privacy and data protection policies.

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