

**PANDAS Foundation Feedback, compliments, and complaints policy**

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* Overview
* PANDAS principles
* Feedback, compliments, and complaints – what this means.
* Service department complaints – complaints about a service
* Service user complaints – Complaints about a volunteer
* Social media complaints policy
* Contact information.
* Other useful information

PANDAS Foundation (PANDAS) is a community offering peer-to-peer support for you, your family, carers, and your network. PANDAS endeavours to conduct research, gain expert advice led by our clinical advisory board and use this information to lead our charity to deliver the best and highest quality service for all service users.

PANDAS recruits and employs people who have lived, work and academic experience to contribute and progress the charity to keep updated, current, and offer the best possible service for all.

PANDAS first and foremost priority is to support the wellbeing of all service users and everyone who works and volunteers for PANDAS to ensure that we are enhancing everyone's mental health.

**The following principles are used in PANDAS Feedback, compliments, and complaints policy:**

PANDAS recognises that compliments and complaints are an important part of service user feedback. The procedure is fair to people using services or experiencing PANDAS work. The procedure is accessible to all regardless of age, disability, gender, ethnicity, belief, or sexual orientation.

Making a complaint will not harm or prejudice the service that is given to the complainant Concerns and complaints are dealt with efficiently and are properly investigated. Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint. Complainants receive a timely and appropriate response, identifying the outcome of any investigation, wherever possible action is taken where necessary in the light of the outcome of the complaint Learning from complaints will be used to improve PANDAS Foundation’s work.

All complaints will be filed and stored securely for 12 months from the date of submission. They will be stored indefinitely for any safeguarding investigations.

**Feedback and compliments**

PANDAS Foundation thrives from understanding which aspects of our work have a positive contribution to any person. Positive feedback for the charity is critical for us to celebrate success, magnify the work we are doing to support service users, that makes a difference and share with our funders and supporters.

Positive feedback should be sent to the relevant department or service. For general feedback and positive compliments please contact the service department manager. Please state if we can share this feedback with the wider team/individual and wider charity. This can of course be anonymous, please state your preference.

Positive comments and feedback written on our social media pages are appreciated and we will acknowledge all.

**Complaints**

PANDAS Foundation understands that from time to time there may be work around mental health, service or content that may trigger, upset, or disappoint service users. PANDAS equally would encourage anyone who believes they have received a negative experience in relation to our services they feedback with constructive feedback to the relevant line manager.

All complaints will be handled individually, and no complaint should influence another, unless there is an obvious repeated pattern of individual separate and consistent complaints.

We request that if you do have a complaint that this is not posted onto any social media platform to avoid further escalation and to ensure we are compliant with our GDPR policy. This is also to ensure and protect security and mental health of our service users and internal teams.

**Support services – Service user complaints about a service**

Stage 1 To make an initial complaint (Stage 1), Please do this in writing. By emailing and requesting the line managers details for the relevant department via their email address. We will acknowledge your complaint within 3 working days and respond to your complaint in writing within 7 working days.

For us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.

Stage 2 If you are not satisfied with the response you receive at Stage 1, this will be escalated to the Head of Charity and will be responded to within 3 working days to come to a resolution and to ensure the wellbeing of your mental health.

Stage 3 If you are not satisfied with the proposed resolution, the Head of Charity will then share the communication with the Chair of Trustees who will formally respond within 14 working days. The final decision will sit with the chair of trustees.

**Complaints held with regards to volunteers individually**

Stage 1

We will contact you to let you know that there has been a complaint and arrange at the nearest opportunity a de briefing meeting where we can share the context, content, and ask you for your feedback. If we or you feel a wellbeing check in is needed this will be arranged within 24 hours to support, you. We will need to check in if possible with the person who has submitted the feedback to ensure the safeguarding of their mental health.

Stage 2

A meeting will be held that will be written recorded discussing the complaint and gathering fact finding information from the meeting. If this is a safeguarding direct concern around a volunteer, we may ask the volunteer to pause from their commitments from PANDAS until a decision is made.

Stage 3

The complaint holders will discuss the complaint considered all sides, evidence, and opinion from both parties, with supervision from the Head of Charity and conclusion will be fed back to the volunteer via their line manager. A summary of agreement and next steps will be verbally discussed and sent a copy of via email to the individual volunteer. The volunteer will then have biweekly and fortnightly wellbeing checks to ensure they are ok and to see if they need continued support.

Stage 4

We ask that any decision that is reached is respected and in mind that this has been put in place for the safeguarding beneficiaries including the volunteers and the service users in line with our insurance policies and duty of care. If a position of volunteering has been terminated this can be appealed within 14 days directly by email to the Head of Charity.

**Social Media Complaints policy**

PANDAS Foundation are committed to developing a social media strategy to be as supportive, motivational, resourceful, and fully inclusive to all taking into consideration everyone's needs within the perinatal mental health arena.

Fundraising posts between retail collaborations and social media will be formally agreed at the beginning of the partnership through our media packs, and signed contract. The schedule and content are planned months in advance and will only be edited with the discretion of the Communication’s and development manager. We cannot commit to sporadic, off- internal strategy planning requests for re sharing, posting on stories or grid posts, on Facebook, Instagram, the website, linked in or twitter unless stipulated within the media pack contract.

**Stage 1** To make an initial complaint (Stage 1), Please do this in writing, via the Communications and Development Manager sally.bunkham[@pandasfoundation.org.uk](mailto:claire.jones@pandasfoundation.org.uk). We will acknowledge your complaint within 3 working days and respond to your complaint in writing within 7 working days.

For us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.

**Stage 2** If you are not satisfied with the response you receive at Stage 1, this will be escalated to the Head of Charity and will be responded to within 14 working days to come to a resolution and to ensure the wellbeing of your mental health. The final decision regarding social media content will sit with the Communications and Development Manager.

**Safeguarding Concerns**

For immediate and urgent safeguarding concerns only, please contact lauren.tonner@pandasfoundation.org.uk

**Other sources of information**

**Fundraising Regulator (FR)**

PANDAS has committed to following the highest fundraising standards and to being regulated by the Fundraising Regulator. If you are dissatisfied with PANDAS Foundation response to your fundraising complaint you can contact the FR (<https://www.fundraisingregulator.org.uk/>) To access their independent complaints procedure.

**Charity Commission**

If you are dissatisfied with PANDAS complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to assist (http://www.charitycommission.gov.uk/About\_us/Contacting\_us/default.aspx)