



PANDAS Foundation Feedback, compliments and complaints policy

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by Annie Belasco

CEO

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.

PANDAS Teams codes of conduct

All of our volunteers and employees have signed a code of conduct which they have agreed to including storing or information, holding professional boundaries and acting in the best interest of the service user to the best of their ability including not providing clinical or medical advice.

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 use our feedback form that is either sent to you via link or in group session. 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 to give their feedback with constructive feedback to the relevant line manager.

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.

Support services – Helpline—Zoom call , WhatsApp service and Face to Face Groups

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

Online services via Lauren.tonner@pandasfoundation.org.uk.

For group support complaints please email Selina.wilson@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 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 CEO 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.

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 Magers sally.bunkham@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)