


DKMS UK

COMPLAINTS POLICY



DOCUMENT NUMBER:		POL-CS-001
DEPARTMENT: DKMS UK – all departments		
TITLE	Complaints Policy	
INTERNAL INTERFACES	DKMS SOPs, DKMS UK Quality Manual	
EXTERNAL INTERFACES	All external partners/clients	
COMPLIANCE REQUIREMENTS	DKMS UK QMS requirements WMDA	
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	Signature & Date	08.03.2023 
EFFECTIVE DATE:	08.03.2023	

Introduction

DKMS UK views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right with the person or organisation making the complaint.

The organisation aims to:

- ✓ Be transparent about its complaints policy and procedure
- ✓ Ensure the provision of a fair complaints procedure which is clear and easy to use
- ✓ Ensure complaints that require investigation are investigated fairly and in a timely manner
- ✓ Ensure all key stakeholders are trained to address complaints received
- ✓ Gather information to aid the organisation to continually improve.

Definition of a Complaint

DKMS UK views a complaint as any expression of dissatisfaction, about any aspect of the organisation's work.

DKMS UK views an informal complaint as a communicated concern that requires follow-up action or investigation by the organisation to resolve the matter without the formalities of conducting a formal investigation.

Confidentiality and Data Protection

All complaints and information relating to said complaints will be treated with the utmost confidence. Such information will only be shared with DKMS UK employees who need to know. All personal information the organisation may collect will be collected, used and held in accordance with the provisions of UK Data Protection Law (including but not limited to the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in the organisation's [Privacy Notice](#).

Please note the organisation will use pseudonymised data for training and quality improvement purposes.

Responsibility

Overall responsibility for this policy and its implementation lies with the DKMS UK Board of Trustees.

The organisation has nominated complaints coordinators, who also act as main points of contact with the Fundraising Regulator and Charity Commission as necessary. Nominated Complaints Coordinators, or where appropriate Team Leads/Managers, will work with the complainant and the relevant area of concern with the aim of ensuring that the situation is resolved promptly and to the satisfaction of all parties.

The Country Manager has overall responsibility for ensuring that complaints about employees and services are handled appropriately.

Review

This policy is reviewed annually and updated as required to ensure continued compliance with regulatory/legislative requirements.

How to make a complaint

1. Making a complaint

Making a complaint is simple; you can contact us:

By phone: telephone **020 8747 5620**, Monday to Friday 9am to 5pm. Outside of these hours you are encouraged to leave us a message and a contact number and someone will return your call. Telephone complaints should be followed up in writing where appropriate.

By email: complaints@dkms.org.uk

By post: DKMS Foundation UK, Ashburnham House, Castle Row, Horticultural Place, Chiswick, London W4 4JQ. Please ensure your name, address and contact telephone number are included in your email or letter so that we can get in touch with you easily.

2. Complaint details

Written complaints should be submitted as soon as you find out there is a problem or within six months of the event. Your written complaint should include:

- information on the issue you are complaining about
- when and where it happened
- information on the people involved and their job or position
- information about what you have already done e.g. if you have already spoken with someone
- questions you would like DKMS UK to answer

3. Timeline

Complaints received at all stages of the DKMS UK Complaints procedure will be acknowledged within two working days of receipt. DKMS UK will endeavour to complete and deliver the investigation result within five working days.

DKMS UK's goal is to resolve all matters within the time specified. However, where this is not possible our complaints coordinators will provide an update to you in writing.

If the complaint is upheld the complainant has 10 working days to take further action. If the complaint is not upheld or if it is felt the resolution is unsatisfactory and the complainant wishes to appeal the judgement reached by DKMS UK, the complainant has 10 working days to take further action. If no action is taken and the case remains dormant after the deadline has elapsed, the case will be closed and archived.

4. Procedure

Informal Complaints

DKMS UK views an informal complaint as a communicated verbal concern that requires follow-up action or investigation by the organisation to resolve the matter without the formalities of conducting a formal investigation. DKMS UK recognises that many complaints will be raised informally and dealt with quickly.

Formal Complaints

If a complainant has attempted to resolve their concern informally but is not satisfied with the outcome, they may elect to proceed to the next stage by submitting a formal written complaint within 10 calendar days.

Aims of complaints resolution

For formal and informal complaints, the organisation aims to:

- ✓ Resolve complaints in line with this policy
- ✓ Acknowledge receipt of complaints received within two working days
- ✓ Maintain confidentiality
- ✓ Handle all complaints in a professional manner
- ✓ Respond within five working days of receipt of a formal complaint and conclusion of necessary investigations.

Stage One – The Complaint

The organisation will acknowledge your complaint within two working days of receipt. Your complaint will be recorded and the organisation will decide on the best way and time to get back to you with an update.

Stage Two – Investigation

The organisation commits to responding to all complaints within five working days of acknowledgement. In the event more time will be required an update will be provided. Complaints coordinators will lead investigations and ensure all complaints are dealt with impartially and promptly. Where a complaint is about a complaint's coordinator, the investigation will be led by the DKMS UK Country Manager.

Stage Three – Appeal

If you remain dissatisfied with the outcome of the investigation you may seek an appeal with the DKMS UK Country Manager. Please note, you will be required to state why you feel dissatisfied with the process in writing. Your letter/email of appeal must be received within ten working days from the date on the letter/email notifying you of the outcome of the investigation.

If you are dissatisfied with the DKMS UK Country Manager's response or where your complaint relates directly to the conduct or behaviour of the DKMS UK Country Manager, the complaint should be made in

writing to the Chair of the Board of Trustees. The email address of the Chair of the Board of Trustees will be made available upon request, and only after all stages of the complaints policy have been exhausted.

Escalation

DKMS UK aims to resolve complaints in an honest, open and satisfactory way. In the event you remain unsatisfied by the organisation's response, on conclusion of each stage of the complaints process you can contact the following agencies:

- ✓ If you have concerns about DKMS UK fundraising practices:
Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH
www.fundraisingregulator.org.uk
Tel: 0300 99 9407
enquiries@fundraisingregulator.org.uk

- ✓ If you have concerns about how DKMS UK stores or uses data/your personal information
Information Commissioner's Office, Wycliffe House, Water Lane
Wilmslow, Cheshire SK9 5AF
Tel: 0303 123 1113

- ✓ If you have concerns about how DKMS UK is run, its accountability/governance practices/ if the organisation is meeting its legal obligations
The Charity Commission
PO Box 1227, Liverpool L69 3UG
Tel: 0845 3000 218

Situations where DKMS UK may not respond to a complaint

- When a complainant is harassing a staff member
- When a complaint is incoherent or illegible
- Bulk email/ mailing complaints
- Abusive, prejudiced or offensive complaints
- Vexatious complaints
- When a complaint is about something that DKMS UK has no direct connection to.

Record Keeping

In line with the organisation's Record Retention Policy, DKMS UK will keep a record of each complaint and resulting outcomes for a period of three years from the date of the resolution.

Monitoring complaints

The organisation keeps a record of the number and type of complaints received in order to improve our services and provide relevant training to staff, as appropriate. Statistics concerning these will be regularly reviewed by the DKMS UK Country Manager and brought to the attention of the DKMS UK Board of Trustees on an annual basis. All complaints will be logged centrally and monitored.

Complaints received in relation to staff conduct or behaviour will be brought to the attention of the DKMS UK Board of Trustees (for the purposes of review) within three months of the complaint being received.

In relation to fundraising complaints, a summary of all our investigations and outcomes will be provided to the Fundraising Regulator each year, as part of our annual complaints return.

Related policies

This policy should be read in tandem with the following:

- ✓ [Privacy Policy](#)
- ✓ Safeguarding Policy
- ✓ Fundraising Promise

Please note, employment issues, including harassment, bullying, whistleblowing, will be handled through the relevant employment policies and procedures, rather than through this policy.