

# Unlimit Health Complaints Procedure

## 1. Complaints to Unlimit Health

We recognise the importance of continuous improvement and view any complaint as an opportunity to strengthen our approach and procedures.

## 2. What is a complaint?

A complaint is an expression of dissatisfaction or concern about the standard of service, actions, or lack of action taken by the charity. This includes concerns related to staff or volunteers in connection with fundraising, and affects an individual or groups of people with whom the charity is involved.

## 3. Process for making a complaint

An individual or a group can make a complaint, or a complaint can be made on someone's behalf, by contacting:

[Donations@unlimithealth.org](mailto:Donations@unlimithealth.org)

+44 020 806 55630

## 4. How complaints are dealt with

All complaints will be acknowledged within 5 working days.

A suitable member of the Fundraising and Communications team will be appointed to handle the complaint.

The individual making the complaint will be informed of the name of the person investigating it.

Unlimit Health will aim to resolve complaints within 15 working days. Some cases may require further investigation. The individual will be kept informed of progress and will receive the findings and outcome within 28 days of receipt of the complaint.

## 5. Process for escalating complaints

If the individual is not satisfied with the response, the complaint can be escalated to a senior manager. The final stage of appeal sits with the Board of Trustees. If the individual remains dissatisfied, they may take their complaint to the Fundraising Regulator within two months of receiving the final response.