1. Making a suggestion
Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone may make a suggestion. If the suggestion is something that you think that the Doctors’ Support Network needs to consider, you can send it to:
   email: info@dsn.org.uk

2. Making a complaint
We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us to improve the Doctors’ Support Network within our available resources.

3. Who can complain
Anyone affected by the way that the Doctors’ Support Network operates can make a complaint.

   A representative may complain for the affected person if they:
   • have died;
   • cannot make a complaint themselves; or
   • have given consent for the representative to act on their behalf.

4. How you can make a complaint
You can complain:
   • by email info@dsn.org.uk

5. Responsibility
The Doctors’ Support Network committee has responsibility for dealing with all complaints made about the organisation and its activities.

6. How we handle complaints
We aim to acknowledge a complaint within 5 working days.

   We will keep you informed about the progress of the investigation.

   We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.
When we have finished investigating, we will write to you with:

- details of the findings;
- any action we have taken; and
- any proposals to resolve your complaint.

7. Further concerns

Who to contact if you have concerns about the following aspects of DSN’s activities:

a. Fundraising - contact the Fundraising Regulator if you have concerns about how we is asking for donations.

b. Advertising – contact the Advertising Standards Authority if you think that our advertising is offensive, deceptive or inaccurate.

c. Other serious concerns about DSN including whistleblowing or if you think that the charity is involved in illegal activity or being used for personal profit or gain – contact the Charity Commission.

8. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice.

If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Source: modified from the Local Government and Social Care Ombudsman website

Date: 12.05.18
Author: DSN committee