

Helpline
0808 808 2227



Complaints Policy

This procedure outlines how to make a complaint about Endometriosis UK where informal methods have failed to reach a satisfactory conclusion.

Endometriosis UK will not tolerate discrimination or prejudice of any kind. We also resolve to create a positive and welcoming atmosphere for everyone. We are committed to an equal opportunities policy that ensures that no one will be treated less favourably, except on grounds of competence. If you would like to make a complaint about any aspect of the work we do, please email admin@endometriosis-uk.org and your complaint will be passed onto the appropriate manager.

Stage 1:

Once a complaint is received it will be logged and an acknowledgement will be sent within two weeks outlining the process that will be taken and the timescale for this. When the process has been completed, a response to the complaint will be sent including details of any action(s) taken. We endeavour to provide a response within 4 weeks of receiving the complaint, however depending on the nature of the complaint and resources involved in the investigation this may take longer.

Stage 2:

If the complainant remains unsatisfied after the response and action taken, then they are invited to lodge an appeal. The appeal must be sent to Endometriosis UK in writing to the admin@endometriosis-uk.org address. Once received a panel will be formed to preside over the decision. We aim to respond to the appeal within 4 weeks from receipt of the appeal.

Stage 3:

If after the appeal process the complainant remains unsatisfied then they are advised to contact and notify the appropriate external regulator:

For fundraising complaints this will be The Fundraising Regulator- 0300 999 3407

For complaints about our services, communications and all other aspects of the organisation this will be the Charity Commission. <https://forms.charitycommission.gov.uk/raising-concerns/>

providing support increasing understanding