

Parkinson's UK feedback and complaints policy

Our pledge to you

We will ensure you receive polite, friendly, high quality experiences and clear, timely information that meets your needs.

We will:

- Listen and learn from you
- Treat you fairly, regardless of your background and circumstances
- Give you a named point of contact for your query
- Respond to letters, emails and queries through our website within 7 days of receiving them, or keep you informed of our progress.

Our aims

At Parkinson's UK we aim to provide high quality support and guidance to people affected by Parkinson's and all those who are in contact with us.

We are committed to listening to the needs and views of all those that interact with us in any way; promoting a culture of openness and responding positively to feedback. Your views are important in helping us to improve the quality of everything that we do and the overall experience that we offer.

Your feedback

We truly value all feedback shared with us in order to provide the best possible experience for the entire Parkinson's community and for those that interact with or support Parkinson's UK.

Please do tell us if you have any comments, suggestions, compliments or complaints about anything that we do.

How to contact us

Online feedback form: parkinsons.org.uk/about-us/general-feedback

Email: feedback@parkinsons.org.uk

Telephone: 0800 138 6593

Mail: Supporter Care Team, Parkinson's UK, 215 Vauxhall Bridge Road, London, SW1V 1EJ

Complaints

We know that we won't always get it right, and if we get things wrong, we will always do our best to put things right again

We recognise that there are times when we may not meet expectations and needs, and that occasionally things do go wrong. Please let us know if this has happened so that we can deal with the problem quickly and effectively.

Informal complaints

Some complaints can be handled and resolved immediately. If you have feedback that you want to share or if you feel we haven't got something right; as a first step we suggest that you raise the issue informally with the team or person concerned. We will do everything we can to put things right.

Formal complaints

If you're not happy with the response, or if you feel that you can't approach a member of staff or other contact directly; or that the matter is more serious, you may wish to make a formal complaint.

What will happen to your feedback?

Comments, compliments, informal complaints: We will record and acknowledge your feedback **within 7 days** of receiving it. If an issue needs to be investigated in more depth and may take longer than this to resolve; we will keep you informed of progress throughout.

Formal complaints: We will record and acknowledge all complaints **within 7 days** of receiving them. We aim for our investigation of your complaint to be completed **within 21 days**. If, due to the complexity of the complaint, this is not possible, we'll keep you updated on progress.

If you're unhappy with our response to your complaint, including anything related to a raffle or prize draw you may wish to take the matter further. You can do so at the [Fundraising Regulator](#) or at the [Scottish Fundraising Adjudication Panel](#).

All feedback will be used to help us take appropriate action to improve how we operate and the experiences of our entire community in any way we can. We also report annually to the Fundraising Regulator detailing volumes and the nature of complaints received.

At Parkinson's UK we want to be very clear about how we use, store and protect your personal data, which you can read about at www.parkinsons.org.uk/privacy. We will not sell your details to third parties.