

# **Parkinson's UK feedback and complaints policy**

(including complaints and disputes relating to a raffle or lottery)

## **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](https://parkinsons.org.uk/about-us/general-feedback)

**Email:** [feedback@parkinsons.org.uk](mailto:feedback@parkinsons.org.uk)

**Telephone:** 0800 138 6593

**Mail:** Supporter Care Team, Parkinson's UK, 50 Broadway, London SW1H 0DB.

## 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*** (including informal complaints about a raffle or lottery): 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 your complaint relates to a raffle or lottery, it will be passed to one of the Parkinson's UK lottery licence holders.

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 and to the Gambling Commission (for raffle and lottery complaints) detailing volumes and the nature of complaints received.

For raffle or lottery related feedback, if you or Parkinson's UK determines that a satisfactory resolution has not been resolved by an informal or formal complaint, a dispute may be referred by either party to IBAS (Independent Betting and Adjudication Service) for arbitration:

Post: IBAS, PO Box 62639, London, EC3P 3AS.

Website: [ibas-uk.com/contact.php](http://ibas-uk.com/contact.php)

Tel: 020 7347 5883.

Email: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)

IBAS acts as impartial adjudicators. Parkinson's UK will regard their decision or outcome as binding and sends a copy to the Gambling Commission.

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](http://www.parkinsons.org.uk/privacy). We will not sell your details to third parties.