



National Long Term Survivors Group

Complaints

Issue: 3 **Date:** 18/4/2019

A. Purpose of the Policy

1. National Long Term Survivors Group (hereafter NLTSG) exists for all people living with HIV infection. People may approach NLTSG at times when they feel vulnerable or anxious and if services are not satisfactory, this may be particularly upsetting. It is, therefore, very important for NLTSG to be aware of areas of dissatisfaction and to correct any shortcomings.
2. The procedure is to enable people using services or taking part in activities to be heard when they feel things have gone wrong.

B. Principles

1. People making complaints have the right to be treated equally and not suffer discrimination.
2. Complaints are to be treated seriously and dealt with in good time.
3. Complaints are to be treated with an open mind, and will be investigated without prejudice.
4. People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. However, anonymous complaints may not be investigated.
5. *Abusive and offensive comments are not classed with 'complaints' and are not acceptable.*
6. The over-all level of complaints is to be recorded and monitored.

C. The Procedure

1. Complaints about any service, activity or person which has not been resolved informally, should be submitted in writing to:

The Secretary, NLTSG, BM LTSG, London WC1N 3XX



2. The Secretary will decide, from the nature of the complaint, who is the appropriate person to deal with your complaint. If the complaint is about the Secretary, the complainant should write to the Chair at the above address.
3. Complaints will be investigated and responded to by the appropriate person within twenty-eight days.
4. If the complainant is not satisfied with the reply, he or she should write to the Chair of the Trustees within fourteen days. If the complaint is about the Chair it should be addressed to the Secretary.
5. The Chair, or Secretary, will inform the Trustees about the complaint at the next meeting of the board of Trustees, or by writing or telephone as appropriate. The complainant will receive a reply within fourteen days of that meeting. This reply will be final, and no further correspondence will be entered into about the complaint.
6. At every stage of this procedure, the complainant should be prepared to discuss his or her complaint, in the first instance with the appropriate person as in point 3, above, and in the second case with the Trustees, as in point 5, above.
7. Complaints made less formally will be recorded (without the complainant's name, unless requested) and reported to an appropriate person.
8. The number and type of complaints will be monitored anonymously, and this information will be openly available.