

Endless Medical Advantage (EMA) Complaints Procedure

Endless Medical Advantage (EMA) commits to being open and transparent and welcomes feedback from all people and organisations with whom we engage in delivering our aims and objectives.

We take complaints very seriously and we aim to address them as sensitively, quickly and effectively as possible. Feedback is important and helps us to improve.

The purpose of this policy is to set out EMA's approach to receiving and dealing with complaints.

We aim to ensure that:

- Making a complaint is as easy as possible
- We welcome improvements, feedback and suggestions
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

Definition of a complaint

A complaint is defined as any expression of dissatisfaction about any aspect of EMA or its trustees, staff or volunteers. This may be a concern about the services we provide or how you have been treated by our staff.

Complaints Procedure

If the issue relates to a specific service or individual you are already in contact with, where appropriate, in the first instance you should seek to resolve the matter directly with the individuals concerned.

If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. We will deal with all complaints seriously, fairly and confidentially.

Formal Complaint

If the complaint cannot be resolved informally, you can make a formal complaint either verbally or in writing. If in writing, the attached form should be used and sent to contact@endlessmedicaladvantage.org or posted to the address listed below. If verbally, a statement should be taken by a member of the Management Team, a Trustee, or a staff member.

- a) Your formal complaint will be managed by either the Safeguarding Lead, a Trustee or a member of the Management Team.
- b) We aim to acknowledge receipt of complaints within 5 working days of receipt and provide a full response within 30 working days of receipt
- c) Where a complaint is particularly serious (for example, if it relates to a crime or there is an allegation of serious harm to an individual), it will be notified to the Board of Trustees, who will consider whether the complaint should be reported to an external body, such as the Police, other authority and/or the Charity Commission.
- d) We will tell you the outcome of your complaint (using your chosen method of communication), including reasons for the decision made.
- e) If you are not satisfied with the response, you can appeal to the Board of Trustees within 10 working days. This appeal will be reviewed and investigated further. A final decision will then be provided to you within 21 working days of receipt of the appeal.
- f) Once the investigation is complete, feedback and learning will be shared with any teams affected, with recommendations for actions to be taken.

EMA is committed to learning from all complaints, whether addressed formally or informally, and wherever they arise.

The Field Safeguarding Lead in Lebanon responsible for handling verbal complaints as of 10th May 2021 is **Feras Alghadban**. You can contact him on: contact@endlessmedicaladvantage.org

The Trustee Safeguarding Lead responsible for handling verbal/written remote complaints as of 10th May 2021 is **Asma Patel**. You can contact her on: contact@endlessmedicaladvantage.org



Endless Medical Advantage (EMA) Complaints Form

You may use this form to make a suggestion or a formal complaint about EMA.

We would like you to return this form as soon as possible via email to contact@endlessmedicaladvantage.org

Your Full Name

Address

Telephone

Email Address

How would you like us to contact you in relation to your complaint?

Your relationship to Endless Medical Advantage:

A detailed description of your complaint and what you think went wrong, including dates and times of any reported incidents:

What action you have taken so far to resolve the issue:

What action you would like us to take to resolve the matter:

Copies of any documents related to the complaint: