



# COMPLAINTS RESOLUTION PROCEDURE

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## DOCUMENT REVIEW RECORD

<b>Review Date</b>	<b>Reviewed by</b>	<b>Role</b>	<b>Changes noted</b>
Dec2019	SMT	Management Team	Dec 2019
Nov2020	Head of SE & DI	Middle Management	Dec 2020
Nov2021	Head of SE & DI	Middle Management	Dec 2020
Nov2022	Head of SE & DI	Middle Management	Dec 2020
Nov2023	Head of SE & DI	Middle Management	Dec 2020
Oct2024	Head of Supporter Experience	Middle Management	Oct 2024

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## 1 Procedure Statement

Across all North West Air Ambulance's services and activities, we aim to provide the highest possible quality service to those individuals and organisations interacting in any way with the charity.

However, we acknowledge that there may be occasions when things go wrong, or you are dissatisfied with us and may wish to make an official complaint. We will take complaints seriously and learn from them in order that we can consistently improve the quality of our services and activities.

The following complaints procedure aims to provide a swift, effective, and honest resolution to your complaint and to guide improvements for our future work.

## 2 Procedure Detail

North West Air Ambulance has a two stage complaints procedure. The response to all complaints received at the charity will be co-ordinated by the Supporter Engagement team. The Supporter Engagement Manager is accountable for all complaint responses and will involve relevant staff in the organisation as needed.

### 2.1 Formal Complaint: Stage 1

- Contact North West Air Ambulance with your problem or concern through one of the following methods, clearly stating that you have a formal complaint:
- Write to: Complaints Manager, North West Air Ambulance Charity, North Mersey Business Centre, Woodward Road, Knowsley, L33 7UY
- Email: [supporterservices@nwairambulance.org.uk](mailto:supporterservices@nwairambulance.org.uk)
- Call: 0151 547 7830 and ask to be referred to the Supporter Engagement Manager

We will investigate and attempt to resolve your problem or concern within 7 working days of receipt. You will receive a letter explaining how your complaint was/is being followed up and/or what has been actioned as a result. If there is any delay in dealing with your concerns, we will keep you informed of our progress by communicating to you at regular intervals. All details will be entered onto our internal complaints log at this point.

If the problem or concern has been dealt with satisfactorily at this stage, at your request, we will formally record the details.

### 2.2 Formal Complaint: Stage 2

If you remain unhappy with the resolution of your problem or concern, please request that your issue be formally escalated to stage 2 of the process. Please ensure you provide us with a clear explanation as to why you feel your complaint was not resolved at stage 1.

A stage 2 complaint must be forwarded to the Supporter Engagement team who will ensure that the

complaint is recorded, acknowledged in writing, within one working day, advising the complainant of the name of the investigating team and the response timescale (15 working days).

Please note, if a full response is not possible within the 15-working day deadline, the complainant should be sent an interim response (within this timescale) informing them of the reasons for the delay and an anticipated response date. The complainant should be given further updates in writing periodically until the investigation is completed.

### **2.3 Formal Complaint: Stage 3**

If after stages 1 and 2 you feel that a satisfactory resolution has not been achieved, or cannot be resolved internally, then the matter can be referred by either party to the relevant body for arbitration.

For complaints relating to Fundraising:

The Fundraising Regulator  
Eagle House,  
167 City Road,  
London  
ECV1 1AW

Email: [admin@fundraisingregulator.org.uk](mailto:admin@fundraisingregulator.org.uk)  
Website: <https://www.fundraisingregulator.org.uk/>  
Telephone: 0300 999 3407

The Fundraising Regulator will act as impartial adjudicators in any disputes that have not been able to be resolved by North West Air Ambulance.

North West Air Ambulance will regard The Fundraising Regulator's decision as binding.  
For complaints relating to the Friends of North West Air Ambulance Lottery:

The Independent Betting and Adjudication Service (IBAS)  
PO Box 62639  
London  
EC3P 3AS

Tel: 020 7347 5883

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

IBAS will act as impartial adjudicators in any disputes that have not been able to be resolved by North West Air Ambulance.

North West Air Ambulance will regard IBAS's decision as binding.

If your complaint falls outside of Fundraising or Lottery, please request contact details for escalation by emailing [supporterservices@nwairambulance.org.uk](mailto:supporterservices@nwairambulance.org.uk) also providing a reference point/item agenda to allow the correct person to respond to your concern.

### 3 Document Control and approval

Issue	Description of Change	Approved By	Date of Issue	Status
1	Email address	I&E Director	December 2019	
1.2	Updated procedure and aligned with revised internal complaints policy	SMT	December 2020	
	Updated procedure and aligned with revised internal complaints policy			
	Updated email address		October 2024	
	Updated address		October 2024	
1.3	Throughout document updated 'Supporter Engagement Team Leader' to 'Supporter Engagement Manager'		October 2024	Live