



**NORTH WEST**  
**Air Ambulance**  
**CHARITY**

# COMPLAINTS POLICY

Created: August 2013

## DOCUMENT REVIEW RECORD

<b>Review Date</b>	<b>Reviewed by</b>	<b>Role</b>	<b>Changes noted</b>
Dec 2019	SMT	Management Team	Dec 2019

## Contents

1	Policy Statement .....	3
2	Policy Detail.....	3
2.1	Formal Complaint: stage 1 .....	3
2.2	Formal Complaint: stage 2 .....	3
2.3	Formal Complaint: stage 3 .....	4
3	Document Control and approval .....	4

## 1 Policy 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 organisation.

We advise for any matter, where possible, to talk to a member of staff you are in contact with or ask to speak to a manager within the organisation and they will do their best to resolve the matter. If they are unable to deal with the matter, they will refer it to someone else who can.

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 Policy Detail

### 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: [complaints@nwaa.net](mailto:complaints@nwaa.net)
- Call: 0151 547 7830 and ask to be referred to the Complaints Manager

We will investigate and attempt to resolve your problem or concern within 10 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, using the above communication methods and with a clear explanation as to why you feel the complaint was not satisfactorily resolved during stage 1. A senior member of our management team will respond to you directly as soon as possible, and within 20 working days.

Following this process, our internal complaints procedure is now closed.

### 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  
2nd Floor  
CAN Mezzanine  
49-51 East Road  
London N1 6AH

Tel: 0300 999 3404

Website: [Fundraisingregulator.org.uk](http://Fundraisingregulator.org.uk)

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 [enquiries@nwaa.net](mailto:enquiries@nwaa.net) 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
2.1	Email address	I&E Director	December 2019	