Complaint Policy

Introduction
Complaints against the Foundation and, as custodian of the Leg Club model of care, individual Leg Clubs need to be handled sensitively and effectively so that resolution can be achieved in a timely way.

Complaint policy
The complaint policy and procedures are the responsibility of and should be overseen to the point of resolution by the chairman. The chairman will, however, work in tandem with one other trustee to ensure the complaint is handled objectively.

The Leg Club nursing teams are employed by NHS local provider services, CCGs and GP consortia and the nurses incorporate the Leg Clubs into their everyday practice. The Foundation can only handle and respond effectively to complaints about the Foundation, its operation, its trustees, employees and consultants. Complaints about the Leg Club model as a registered trademark are in the remit of the owner of the trademark. However, the Foundation is not responsible for the operational running of Leg Clubs which are run by a local committee of volunteers.

All complaints relating to clinical practice should be reported by the clinical team to their NHS provider.

Complaints about individual Leg Clubs should be referred as soon as possible to the appropriate Leg Club chairman. A trustee of the Foundation should offer to support this process, but it is not the responsibility of the Foundation to resolve such complaints.

Verbal complaints can be handled verbally, and written complaints must be handled in writing. At times a judgement needs to be made by the chairman about whether a verbal complaint warrants a written response.

Anonymous complaints cannot be handled but due consideration should be given to the nature of the complaint by the chairman and one other trustee to determine if there is substance to it and remedial action needs taking.

An annual report on complaints, their number, nature and resolution should be made to the board by the chairman.

If the complaint is about the chairman, the Life President and vice chairman should handle the complaint.

If the nature of the complaint is about suspected illegal activity, like terrorism or abuse the complaint must be investigated and should also be referred to the Charity Commission and police.

Processing a complaint
Complaints could be received by anyone associated with the Foundation. The principles that should be followed by the person receiving the complaint are that:

- the whole board should be made aware of the complaint as soon as possible
- the complaint should be acknowledged within two working days
- an investigation into the complaint should be initiated as soon as possible
- the results of the investigation and an action plan should be conveyed in writing to the complainant within 30 working days.

Resolution
The investigation of the complaint should aim to resolve the concerns of the complainant. If resolution is not achieved and the complainant is not satisfied an offer to meet and discuss the complaint further should be offered.

In seeking resolution reference to the Charity Commission and Fundraising regulator websites could be helpful.

If a complainant is not satisfied with the handling or outcome of the complaint, they should be advised that they have the right to refer the Foundation to the Charity Commission for investigation.

Further guidance
Further guidance on handling complaints can be found at:

- Charity Commission https://www.gov.uk/complain-about-charity which includes guidance on whistleblowing and illegal activity.