



FEEDBACK & COMPLAINTS FORM

The MPS Society tries to offer a high standard of support to those individuals affected by MPS and related diseases, their families and carers. However, it is important for the Society to get feedback on our services and fundraising practices so we can monitor these standards to ensure we are providing the best service possible. We accept that problems may arise and we hope that any problems you experience can be cleared up by talking to the staff providing your service. A member of staff will be able to discuss any problem, find out what you would like to happen and work out what to do next.

This sheet describes what to do if you are unable to sort out your problem and want to make a complaint. You will receive a letter explaining the Society's findings and what they think should happen next.

Stage One - Making a Complaint: Your first step is to write your complaint down. You can do this by filling in the form below. If you do not want to write your complaint down you do not have to at this stage and a member of staff will arrange for the complaint to be passed to the Group Chief Executive. The Group Chief Executive will look into your complaint and you will

receive a letter telling you of the findings and what should happen next.

Stage Two - Investigation of your Complaint: If you are not satisfied with the response to your complaint you can ask for a full investigation. When you write please list your complaints and if possible say why you are dissatisfied with the response you have received at Stage One. Where a complaint is deemed so serious, the Group Chief Executive may omit Stage One and initiate a full internal investigation. When deemed appropriate the Group Chief Executive will appoint a Trustee who has no previous knowledge of your case to investigate your complaints.

The Group Chief Executive or appointed Trustee may contact you to clarify your complaints and will then carry out an internal investigation. This may include discussing the complaints with you and other people involved and reading any records. You should receive a full reply within four weeks.

If your complaint is to do with the Society's fundraising practices you can also contact the Fundraising Regulator.

Your full name: Telephone number:

Your address:
..... Postcode:

Please write your complaint here. If there is something you would like to happen please put that down as well.

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Once completed, please detach this section by cutting along the dotted line and send to: