

Parkinson's UK feedback procedure – information for customers

Our pledge to you

We will make sure you get polite, friendly, high quality services and clear, timely information that meets your needs.

We will:

- Listen to you
- Treat you fairly, regardless of your background and circumstances
- Give you a named point of contact for your query

And we'll:

- Aim to answer the telephone in 5 rings
- Respond to letters, emails and queries through our website within 5 working days of receiving them, or keep you informed of our progress
- Aim to offer you an appointment within 10 working days if you require a home visit from our information and support worker service

Our aims

At Parkinson's UK we aim to provide a high quality service to people affected by Parkinson's and all those who are in contact with us.

We are committed to listening to the needs and views of those using our services, promoting a culture of openness and responding positively to feedback. Your views are important in helping us to improve the quality of services that we offer.

Complaints

We recognise that there are times when our services may not meet expectations and needs, and that occasionally things do go wrong. Please let us know if this has happened so that we can deal with the problem quickly and effectively.

All complaints are treated confidentially – only those who need to will have access to information about a complaint.

Informal complaints

Some complaints can be sorted out straight away. If the problem is fairly minor, as a first step we suggest that you raise the issue informally with the team or person concerned. We will do everything we can to put things right.

Formal complaints

If you're not happy with the response, or if you feel that you can't approach a member of staff directly or that the matter is more serious, you may wish to make a formal complaint.

What will happen to your feedback?

Comments, compliments, informal complaints: We will record and acknowledge your feedback within five working days of receiving it.

Formal complaints: We will record and acknowledge complaints within five working days of receiving them. Where possible, we aim for our investigation of your complaint to be completed within 14 days. If, due to the complexity of the complaint, this is not possible, we'll keep you updated on progress.

If you're unhappy with our response to your complaint, you may wish to take the matter further. Details of how to do this will be set out in our initial letter of response which will also give you details of the director dealing with your complaint.

If you're unhappy with our response to a complaint relating to a prize draw, we will refer you to our third party arbitrator IBAS. They can be contacted on Tel 020 7347 5883 or www.ibas-uk.com

All feedback will be used to help us take appropriate action to improve our services as soon as possible.

Data protection subject access requests

Please address all Subject Access requests to the Company Secretary (our Data Protection Officer) by email to: governance@parkinsons.org.uk or by post to Company Secretary, Parkinson's UK, 215 Vauxhall Bridge Road, London SW1V 1EJ

Your feedback

Please tell us if you think we've done something well or if you have any comments, ideas, complaints or suggestions about our services.

Contact us

Contact our Head of Involvement and Inclusion
Luis Perpetuo
Parkinson's UK
215 Vauxhall Bridge Road
London SW1V 1EJ

Email feedback@parkinsons.org.uk

Complete an online feedback form at parkinsons.org.uk/feedback

Telephone **020 7963 3901**