

Complaints Policy of Knitted Knockers UK (KKUK)

Knitted Knockers UK views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual or group that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at KKUK knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of KKUK.

Where Complaints Come From

Complaints may come from any person with a legitimate interest in KKUK. This includes but is not limited to :

- 1.Members of KKUK
- 2.Members of KKUK knitting group of Facebook
- 3.Members of KKUK support group of Facebook
- 4.Donors to KKUK
- 5.Recipients of knitted knockers

A complaint can be received via email or private message (PM on Facebook).
KKUK are not in a position to receive verbal complaints at this

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following all relevant data protection requirements and in conjunction with KKUK Confidentiality Policy.

Responsibility

Overall responsibility for this policy and its implementation lies with Trustees of Knitted Knockers UK.

Review

This policy is reviewed regularly and updated as required.

Adopted on:.....[date]

Last reviewed:.....[date]