



Greater Manchester **Blood Bikes**

COMPLAINTS PROCEDURE

Graeter Manchester Blood Bikes (GMBB) is committed to ensuring that all its members, visitors and customers are treated with fairness and respect. Therefore, if this doesn't happen, we need you to tell us about it so that we can rectify the problem and improve our standards.

When an issue arises

If for any reason you are unhappy with any aspect of the service you have received from GMBB, in the first instance you should speak to the member concerned. GMBB will try to settle complaints at this stage to the satisfaction of everyone.

If you are unhappy with the initial response

If you are unsatisfied by your initial response then an email (or alternatively a formal letter) should be sent to the Charity Secretary. If the complaint is about the Charity Secretary, the complaint should be sent to the Chair.

All correspondence should be sent to

Greater Manchester Blood Bikes
18, Broadbent Road,
Oldham
OL1 4HU
bridget.mckeown@gmbb.org.uk
and marked as Strictly Confidential.

On receipt of your complaint, it will be registered on the GMBB Complaints Register. Your correspondence should include:

- The full details of the nature of your complaint including dates and time of occurrence
- Your full name and postal address, e-mail address and the date of complaint.

How we will deal with your complaint

We will send you an email acknowledging receipt of your complaint within one week (7 days) of receiving it.

We will then investigate your complaint.

We will then invite you to a meeting to discuss and hopefully resolve your complaint.

We will do this within four weeks of the date we received the original notification of the complaint.

Within one week of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

If you do not want to attend a meeting or it is not possible for you to do so, we will send you a detailed written reply to your complaint within 6 weeks of the date of your original notice of complaint.

At this stage, if you are still not satisfied with our response, you should contact us again and we will arrange for you to meet an Appeals Committee made up of two members of the Management



Committee, one of whom will normally be the Chair, to discuss and hopefully resolve your complaint. This meeting will take place within four weeks of your letter of appeal.

The Appeals Committee will then write to you within two weeks of the date of the Appeals Committee meeting to confirm and explain the club's final position on the complaint.

GMBB will strive to meet the procedure and timescales outline above, however, if we are unable to do so, we will contact you to explain the reasons why. Please note, post is not delivered directly to the club and may take longer than normal to reach us.