



Complaints Procedure

We recognise that the work we do for the local community, and the activities we undertake to raise funds to support the patients of Salisbury Medical Practice, may on occasion, fail to meet the high standards that we set for our charity.

Most issues can be resolved quickly and easily at the time they arise. However, we understand that there are situations whereby your complaint cannot be resolved in this way, and you may wish to make a formal complaint. Please read our [Complaints Policy \(link on website\)](#) for more information.

In particular, we take safeguarding extremely seriously. If you have any concerns about the behaviour of one of the charities trustees, volunteers, associates or beneficiaries in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken. Please read our [safeguarding policy \(link on website\)](#) here.

All formal complaints are directed to our secretary ([link on website to FSMP email address](#)) to ensure they receive a high priority.

How to contact us

If you wish to make a formal complaint, please do so in writing, giving as much detail as possible.

You can email us at wccg.smp.friends@nhs.net ([link to email address](#))

You can also write to us at

Stephanie Coady
Friends of Salisbury Medical Practice
Fisherton House
Fountain Way
Wilton Road
Salisbury
SP2 7FD

What we will do on receiving your complaint

- We will acknowledge your complaint within 5 working days and aim to close it within 4 weeks.
- If we expect it to take longer we will explain the reason for the delay and tell you when we expect to complete a final response.
- When addressing your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate and take steps to make sure we learn from and avoid such issues arising again.



Taking your complaint further

If you remain dissatisfied with the outcome, you have the right to refer the matter to another authority.

- Contact the fundraising regulator to complain about;
 - The way you've been asked for donations
 - How fundraisers have behaved
 - <https://www.fundraisingregulator.org.uk/complaints>

- Complain to the Charity Commission if a charity is;
 - Not doing what it claims to do
 - Losing lots of money
 - Harming people
 - Being used for personal profit or gain
 - Involved in illegal activity
 - <https://forms.charitycommission.gov.uk/raising-concerns/>