Complaint Policy

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us to improve the Doctors' Support Network within our available resources.

Anyone affected by the way that the charity operates can make a complaint.

A representative may complain for the affected person if they: have died; cannot make a complaint themselves; or have given consent for the representative to act on their behalf.

You can complain by email contact@doctors-in-distress.org.uk

The trustees have a responsibility for dealing with all complaints made about the organisation and its activities.
We aim to acknowledge a complaint within 5 working days.
- We will keep you informed about the progress of the investigation.
- We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.
- When we have finished investigating, we will write to you with details of the findings, any action we have taken; and any proposals to resolve your complaint.

If you have concerns about the following aspects of our activities:
- Fundraising - contact the Fundraising Regulator if you have concerns about how we is asking for donations.
- Advertising - contact the Advertising Standards Authority if you think that our advertising is offensive, deceptive or inaccurate.
- Other serious concerns including whistleblowing or if you think that the charity is involved in illegal activity or being used for personal profit or gain – contact the Charity Commission.

You should complain as soon as you can after the date on which the event occurred or came to your notice.

If you complain more than twelve calendar months later than the initial date of the incident, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.