

RARE DISEASE RESEARCH PARTNERS

Policy No. 9B

FEEDBACK AND COMPLAINTS POLICY AND FORM

Rare Disease Research Partners aims to always offer a high standard of service. By receiving your feedback, both good and bad we can monitor our practices to ensure we are providing the best service possible. We accept problems may arise and we hope that any issues you experience will be dealt with efficiently and effectively.

How to give feedback or make a complaint:

To notify us of your feedback or complaint you may phone 0345 260 1087 and ask to speak to the Office Management Team, email feedback@rd-rp.com, complete our [online form](#) or write to us at Rare Disease Research Partners, MPS House, Repton Place, White Lion Road, Amersham, Bucks. HP7 9LP.

If you would like to write your complaint down and post it, please contact us and we will send you a form and a freepost envelope.

Please indicate whether you are providing us feedback that requires no follow-up, or you are making an official complaint.

Any verbal or written feedback will be forwarded to the appropriate Head of Department and recorded on the feedback register.

In the event of a complaint, we will follow the procedure below:

Stage One – Complaint

We will acknowledge your complaint within five working days of receipt. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

Stage Two – Investigation

We endeavour to respond fully and conclusively to all complaints within 10 working days of our acknowledgement; if we think it will take longer, we will let you know. A member of the Senior Leadership Team will lead the investigation and ensure that all complaints are dealt with impartially and promptly.

Stage Three – Appeal

If you remain dissatisfied with the outcome of the investigation, you may seek an appeal to the Group Chief Executive Officer. Letters/emails of appeal must be received within 10 working days from the date on the letter (which will be sent by first class post), or email, notifying you of the outcome of the investigation.

Taking your dispute outside of Rare Disease Research Partners:

If you feel our resolution of your complaint is inadequate, you can refer the dispute for alternative dispute resolution (ADR). This is a free service.

How Rare Disease Research Partners protects your data:

Rare Disease Research Partners will record, store and manage all complaints accurately and in accordance with UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA)

The latest version of this policy document dated 17.04.2024 is available to all employees of Rare Disease Research Partners on the corporate intranet.

This policy document was approved under the Organisation's policy approval process on a version-controlled basis.

Name of GCEO: Bob Stevens

Date: 17.04.2024

Document History			
<i>Version</i>	<i>Author</i>	<i>Date</i>	<i>Changes</i>
1.0	<i>Barbara Cotterell, Sophie Thomas & Benedicta Marshall-Andrew</i>	<i>03.2024</i>	<i>First version</i>

MPS Commercial is a Private Limited Company Registered No 08621283. MPS Commercial trades as Rare Disease Research Partners and is a wholly owned, not for profit subsidiary of the Society for Mucopolysaccharide Diseases (the MPS Society), Registered Charity in England and Wales No 1143472. Rare Disease Research Partners social objectives are to reinvest any surplus to support the mission of the MPS Society to transform the lives of patients through specialist knowledge, support, advocacy and research.

Details on this document will be stored, recorded and shared in accordance with GDPR.
Further information can be found in our Data Protection and Privacy Policy at <https://rd-rp.com/privacy-policy/>

