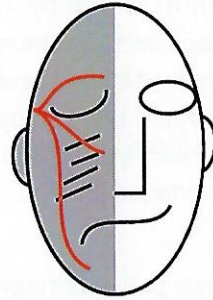


Trigeminal Neuralgia Association UK



Facing pain together

Comments Complaints Compliments

At TNA UK we welcome feedback as it lets us know what we are doing right and what we could do better.

We are working hard to communicate the needs of our members to the medical profession and any feedback that you can give will help.

Compliments are always welcome and positive feedback can often help us with fundraising.

Overleaf are details of our Complaints policy and how to contact us.

Introduction

We are a small charity of volunteers, most of whom have been personally affected by Trigeminal Neuralgia. We recognise that there may be things that we do or say or write that could be wrong or misconstrued. We would like the opportunity to put things right and to reaffirm that our commitment to helping you is our prime objective.

Equality

A key principle of our policy is to ensure that people are treated in a fair, equal and non-discriminatory manner.

Activity

We will always respond to your complaint with due diligence whether it is made by phone, in writing or by email. All complaints are logged, acknowledged and followed up to ensure satisfaction.

We aim to:

- Send an acknowledgment to a letter within 3 days.
- Acknowledge an email within 48 hours.
- Send a full response within 14 working days.

Step 1 - The matter that you raise will be fully investigated by the Chairperson of TNA UK and a response sent to you.

Step 2 - If you are not satisfied with the response, please write to the TNA UK Trustees explaining why you remain unhappy.

Step 3 - If you are still not satisfied with the response, then please write to the Charity Commissioners whose address is below.

In the first instance please address your complaint to TNA UK, PO Box 234, Oxted, Surrey RH8 8BE or email admin@tna.org.uk or phone 01883 370214 where details of your complaint will be taken and passed to the Chairperson.

Charity Commission PO Box 211 Bootle L20 7YX