



MATCHMothers – Complaints procedure

We aim for the highest possible standard at all times, but if you had a negative experience of any kind, we welcome a conversation with you about it, and we want you to know we are here to listen.

All complaints will be investigated fully and sympathetically.

Stage 1

First discuss your complaint with the volunteer on duty if you are calling on the helpline. All calls are recorded and you can let us know what you are unhappy with so that we can investigate the matter for you. The volunteer may be able to resolve it with an explanation or apology.

You can also email the secretary at Secretary@matchmothers.org

Stage 2

If you aren't happy with the explanation you get on the call, you can make a complaint direct to the Chair Sarah Morris by contacting chair@matchmothers.org or, if you wish to move to stage 2 regarding a matter of the Chair, in writing to The Secretary BM Box number 6334, London WC1 N3XX.

Stage 3

If you are not satisfied with the outcome of stage 2, you have 15 working days in which to ask for your complaint to be reviewed.

You must request a review in writing to the Matchmothers Central Office and you must include your name and contact information as well as full details about the complaint, including why you are dissatisfied with the outcome of the investigation. Receipt of your request for a review will be acknowledged within 3 working days.

The Secretary or Chair will provide you with a more detailed overview of the stage 3 procedure and what it entails. The stage 3 review will be carried out by 2 senior volunteers who are independent of the matter involved in the complaint. They will contact you so that you can explain things from your point of view. You can expect a full reply within one calendar month.

If the review cannot be completed within that time, you will be informed of the delay and told when you can expect a response.