

Date of Sign off: 27/1/26
Review Date: Jan 2029

Complaints procedure

If you are unhappy about any aspect of the services that we provide, we want to hear about it as without your feedback we cannot improve.

Our commitment to you

TTPNetwork is committed to providing high quality services. Our clients are our patient and family members, and those organisations and individuals who are stakeholders in the field of Thrombotic Thrombocytopenic Purpura (TTP). We are committed to providing all of our clients with a quality service and strive to continuously improve. We acknowledge that there may be times when we may not meet your expectations and we want to hear about this.

How the system works

At TTPNetwork we are committed to making sure that all complaints are logged and actioned, and we will monitor complaints to make sure that they are investigated and responded too.

How to make a complaint

If you are unhappy about any aspect of the service that you receive, let us know by emailing us. **Email:** info@ttpnetwork.org.uk (this email goes to the Charity Director). If you would prefer to contact someone else initially, please email the above and ask to confidentially speak with one of our Trustees.

We will log the complaint within 7 working days and make sure that it is assigned to the most appropriate person. This will either be our Charity Director or where that is not appropriate, a Trustee. You will be sent a letter confirming that the complaint has been received within 7 working days, and telling you the name of the person who is dealing with your complaint. Your complaint will be investigated and we will respond to you within 28 working days.

If you are not satisfied with the outcome

If you are not satisfied with the outcome please do let us know and the complaint will be reviewed so that another Trustee can investigate it for you.

Acting on results

We will do everything we can to put things right and will review our procedures, where necessary to implement any lessons learnt.

Your voice

We hope you agree that most of the time we do provide a high quality service. We value all feedback from our patients, families, healthcare professionals and anyone who interacts with us. It is important for our charity to also hear from you about what you think we do well.