

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.

We also welcome complaints about how we handle your personal information or exercise our responsibilities under UK data protection legislation.

### **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 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 our complaints process 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 to.

### **How to make a complaint**

If you are unhappy about any aspect of the service that you receive, you can let us know by emailing us or by using [this form](#) which can also be found on the footer of our website.

**For Email:** [info@ttpnetwork.org.uk](mailto: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.

## **Data protection complaints**

If your complaint relates to how TTPNetwork has handled your personal information, we will investigate it in accordance with our obligations under UK data protection legislation: The Data Use and Access Act 2025.

Where appropriate, we will explain:

- what personal information is involved
- how it has been processed
- the outcome of our investigation
- any action we have taken to resolve the matter.

If you remain dissatisfied after we have responded, you have the right to raise your concerns with the [Information Commissioner's Office \(ICO\)](#), the UK's independent regulator for data protection.

## **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.