

Complaints Policy

Purpose

The International Headache Society (IHS) is committed to providing high-quality services and ensuring all our interactions are respectful, fair, and professional. We value feedback and take complaints seriously as an opportunity to learn and improve.

Scope

This policy applies to anyone who comes into contact with our charity, including members, volunteers, members of the public, and partners.

What is a complaint?

A complaint is an expression of dissatisfaction about any aspect of our charity's work, including the behaviour of staff, volunteers, or trustees.

How to make a complaint

You can make a complaint in one of the following ways:

- **By email:** carol.taylor@i-h-s.org
- **By post:** International Headache Society, 6th Floor, 2 London Wall Place, London, EC2Y 5AU, United Kingdom

Please include:

- Your name and contact details, including an email address
- A clear description of the complaint
- Any relevant dates or details
- Any associated relevant materials

How we handle complaints

1. **Acknowledgement** – We will acknowledge your complaint within 5 working days.
2. **Investigation** – We will look into the issue promptly, fairly, and confidentially.
3. **Response** – We aim to respond with a resolution or outcome within 60 working days.
4. **Further Steps** – If you are not satisfied, you may request a review by a Trustee.

Taking It Further

If you remain dissatisfied, you can contact the **Charity Commission** via their website:

<https://www.gov.uk/complain-about-charity>

Data Protection

Should you wish to make a complaint in relation to data protection issues relating to the Society, you may contact us as above or you may contact our regulator as follows:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

www.ico.org.uk

Review of Policy

This policy shall be reviewed annually, and adjusted as required, by the IHS Board of Trustees.