

Approved: January 2026

Complaints and Grievance Policy

The Neurological Alliance of Scotland aims to always provide high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you.

If you are not happy with The Neurological Alliance of Scotland in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

First, speak to the staff/volunteer providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach staff/volunteers directly then email Chair/ Vice chair.

What happens next?

We will respond to you within 7 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within up to 15 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. The Neurological Alliance of Scotland will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to The Neurological Alliance of Scotland either by email to alice@scottishneurological.org.uk, or send a letter to our registered address:

The Neurological Alliance of Scotland
c/o Revive MS Support
Moorpark Court
29 Dava Street
Glasgow

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This may be escalated to the Chair of the Board of Trustees who will look at the situation and decide if further action is needed.

Overall responsibility for this policy and its implementation lies with the board of trustees of the Neurological Alliance of Scotland.