

# My Surrogacy Journey- External Complaints Policy and Procedure

## 1. Purpose and Scope

My Surrogacy Journey are committed to providing the highest standards of service to our members, partners, and stakeholders. We welcome feedback, including complaints, as an opportunity to improve our services and uphold the integrity of our work. This policy outlines the procedure for raising, handling, and resolving complaints from individuals or organisations external to My Surrogacy Journey.

## 2. Guiding Principles

We handle complaints with the following principles in mind:

- **Respect:** Every complaint is taken seriously and treated with respect.
- **Transparency:** The process for handling complaints is clear and accessible.
- **Fairness:** Complaints are handled impartially, and all parties involved are given an opportunity to provide their perspectives.
- **Timeliness:** Complaints will be addressed promptly to ensure timely resolution.
- **Confidentiality:** Complaints will be managed with appropriate confidentiality, sharing details only with those directly involved in the resolution process.

## 3. How to Submit a Complaint

If you have a concern or wish to make a complaint, please contact us at:

Email: [contact@mysurrogacyjourney.com](mailto:contact@mysurrogacyjourney.com)

If you are already in touch with our complaints lead, Kay King, via email you can email directly to the address you have been liaising on with your formal complaint.

Please include the following information in your complaint:

1. Your name and contact details.
2. A clear description of the issue or concern.
3. Relevant dates, locations, and any supporting documentation, if applicable.
4. The resolution you are seeking.

#### **4. Complaints Handling Procedure**

##### **Step 1: Acknowledgment of Complaint**

- Upon receipt of your complaint, we will acknowledge it within five (5) working days, confirming that it has been received and is being reviewed.
- The complaint will initially be managed by our Complaints Lead, Kay King, who will act as the first point of contact.

##### **Step 2: Investigation and Response**

- The Complaints Lead will conduct a thorough review of the complaint, including gathering all necessary details and consulting relevant team members, if applicable.
- If the complaint requires further investigation or legal support, we will enlist the services of our legal partners, Laytons ETL in the UK, located at:

**Laytons ETL Solicitors 2 Cathedral Square, College Green, Bristol, BS1 5DD, United Kingdom.**

- You will receive a formal response within fifteen (15) working days of your complaint being acknowledged. If further time is required, we will inform you of the reason for the delay and provide an updated timeline.

##### **Step 3: Escalation (If Required)**

- If you are not satisfied with the response provided at Step 2, you may escalate your complaint to the Leadership Team.
- The Leadership Team will review the investigation and may conduct further inquiries if necessary.
- If further legal clarification or involvement is required at this stage, Laytons ETL will continue to provide support to ensure the complaint is handled appropriately and fairly.

A final decision will be communicated to you within fifteen (15) working days of the escalation request.

#### Step 4: Final Decision

- The decision of the Leadership Team is final.

### 5. Monitoring and Reporting

- All complaints are logged and monitored by the Complaints Lead to identify trends and areas for improvement.
- Anonymised summaries of complaints and resolutions may be reviewed as part of My Surrogacy Journey's continuous improvement process.

### 6. Feedback and Support

We value your feedback and aim to resolve complaints in a way that maintains trust and upholds our organisational values. If you require assistance in submitting your complaint or have additional concerns, please contact us at **[contact@mysurrogacyjourney.com](mailto:contact@mysurrogacyjourney.com)**.

### 7. Policy Review

This policy will be reviewed annually to ensure it reflects best practices and meets the evolving needs of our stakeholders.

**Effective Date: 01/05/2025**

**Review Date: 01/05/2026**