

Complaints Procedure

Last Reviewed: 1 March 2024
Next Review: 1 March 2025

Introduction

This document sets out a procedure for dealing with any complaint raised against the Foundation or its representatives by anyone other than an employee.

Overview

In the first instance, complaints should be set out in writing and addressed to the Chief Executive. If written and addressed to another party, the complaint should be forwarded to the Chief Executive immediately upon receipt.

The letter will be acknowledged by the Chief Executive, normally within 10 working days of his/her receiving it.

Complaints Procedure

The Chief Executive will investigate the circumstances outlined in the complaint and will reach a decision regarding it. A response will be sent to the complainant within 28 working days of first receiving the letter of complaint.

Appeals

If the Complainant is not satisfied with the response and decision (or, because the complaint involves the Chief Executive, feels unable to address it to them in the first instance), they may write to the Chair of the Foundation.

The Chair will then acknowledge receipt of the letter within 8 working days, where possible.

Where the Complainant has appealed to the Chair for a review of the response to the complaint (or where the complaint involves the Chief Executive) an investigation will be carried out by the Chair or another Trustee acting on their behalf.

The Chair will aim to produce a decision, which is final, and to notify the complainant of their conclusions within 15 working days of receiving the letter, together with a clear explanation of the reasons for reaching them.

All complaints received, together with a copy of the response to the Complainant, will be notified to the Chair.

Complaints will be monitored, and information from this will be fed into the planning process as appropriate.