



COMPLAINTS PROCEDURE

The Community Foundation serving Tyne & Wear and Northumberland aims to provide a consistently high level of service. A complaint arises when applicant, grantee, donor, other person or organisation is dissatisfied with the service they have received from us.

We would hope that in the first instance any concerns or complaints can be dealt with informally with the member of staff concerned. Alternatively an informal approach may be made to a member of the Executive Team.

If the issue cannot be resolved informally, this document sets out the procedure for making a formal complaint.

Grant decisions and process

Decisions made by the Community Foundation Board on grant awards are final. However, concerns may be raised or complaints made about the grantmaking process.

COMPLAINTS PROCEDURE

- 1 Anyone who has a concern or complaint about any aspect of our service is encouraged to raise this in the first instance informally with the member of staff concerned or a member of the Executive Team.

- 2 If the matter is not resolved informally, complaints should be set out in writing and addressed to the Chief Executive at Community Foundation Tyne & Wear and Northumberland, Philanthropy House, Woodbine Road, Gosforth, Newcastle upon Tyne NE3 1DD

To help us deal with your complaint appropriately your letter should state:

- What the complaint is about
- Member(s) of staff or any other people involved
- When the event you are complaining about occurred and if it is still happening
- If you have spoken to anyone at CFTWN expressing dissatisfaction before making a complaint

- 3 The letter will be acknowledged by the Chief Executive, normally within 5 working days of receiving it. You will be advised of who is dealing with your complaint and when you may expect a fuller response.
- 4 The person responsible will investigate the complaint; during this process we may contact you for more supporting information or evidence.
- 5 We will usually respond within 28 working days of first receiving the letter of complaint. We will inform you of any action taken or recommendations for further action. If it is not possible to provide a full response within this time you will be advised and an interim response given including details of action still to be taken.
- 5 In exceptional circumstances, if the person or organisation complaining is not satisfied with the response, they may write to the Chair of the Board of Trustees. If the complaint involves the Chief Executive they may write to the Chair of the Board in the first instance.
- 6 The Chair will acknowledge receipt of the letter within 10 working days where possible.
- 7 In the case of an appeal to the Chair for a review of the response from the Chief Executive, or where the complaint involves the Chief Executive, an investigation will be carried out by the Chair or another member of the Board acting on his/her behalf.
- 8 The Chair will aim to produce a decision, which is final, within 28 working days of receiving the letter. He/she will notify the person or organisation who complained of the decision and the reason for the decision. The Chair's decision is final.
- 9 If you are not satisfied with the decision, we are regulated by the Charity Commission for England and Wales and further information about how you can complain can be found at <https://www.gov.uk/complain-about-charity> including any complaints about fundraising that can be reported to the Fundraising Regulator.
- 10 All written complaints received, together with a copy of the response to the person or organisation who complained, will be notified to the Chair of the Scrutiny, Audit & Risk Committee.
- 11 Complaints, both formal and informal, will be recorded on FIMS and monitored, and information from this will be fed in to the planning process as appropriate. All staff who receive informal complaints will record them, and the informal response, and will notify their line manager. Contacts should be coded as follows:

ComD- Donor complaint
ComG – Grantee complaint
ComO – Other complaint

CoFR- Fundraising complaint
ComC –Closed complaint