



Two Ridings Community Foundation COMPLAINTS POLICY

1) Introduction

This Policy relates to any aspect of the operation of Two Ridings Community Foundation (Two Ridings). It can be used by any person or body who feels dissatisfied with the way they have been treated, or their case has been dealt with. This applies whether the concern or complaint is about any actions by a member of staff, volunteer, trustee, or a Two Ridings committee or panel. It applies whether the concerns relate to a grant application from Two Ridings' own funds, or any of the other Fund administered by Two Ridings.

2) Aims of the Complaints Policy

Two Ridings takes concerns and complaints seriously and views them as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has raised the concern or complaint.

Our policy is to:

- provide and publicise a fair procedure that is clear and easy to use for anyone
- make sure our staff, volunteers and trustees know what to do if a concern or complaint is received
- make sure all concerns and complaints are investigated fairly and in a timely way, and wherever possible, resolved and that relationships are repaired
- gather information which helps us to improve what we do

3) Definition of complaints

A complaint is any expression of dissatisfaction about any aspect of Two Ridings work. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use Two Ridings Discipline and Grievance Policies.

4) General advice about complaining

Two Ridings is committed to providing a high standard of customer service. Our staff and trustees welcome constructive comments and recommendations about our services and will respond openly to complaints about the organisation.

If you are dissatisfied with the service you have received from Two Ridings we hope that in the first instance you would feel it appropriate to speak about the problem with the member of the team who is involved with the particular matter. It is hoped that this would lead to a resolution of the issues in the most informal way. If that is not successful, however, or if you are not prepared to follow that course of action for whatever reason, then the following information is provided to guide you on how you can take the matter forward in other more formal ways.

However, we hope that most complaints can be settled quickly and as close to the source of the problem as possible. It is for that reason that we ask that all initial complaints are made within 2 weeks of any problem arising.

5) Receiving concerns or complaints

Concerns or complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Concerns or complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Two Ridings (e.g. grant applicant)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

6) Resolving concerns and complaints

Stage One

6.1. In many cases, a concern or complaint is best resolved by the person responsible for the issue being complained about. If it has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the concern or complaint has been resolved, the information should be passed to the Chief Executive within one week.

6.2. On receiving the concern or complaint, it is recorded in the complaints log. If it has not already been resolved, the Chief Executive delegates an appropriate person to investigate it and to take appropriate action.

6.3. If the concern or complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

6.4. Concerns and complaints should be acknowledged by the person handling them within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this procedure should be attached.

6.5. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, communicate an update every two weeks with an indication of when a full reply will be given.

6.6. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

6.7. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair of Two Ridings Community Foundation.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

6.8. The Chair of Two Ridings may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

6.9. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

6.10. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

6.11. Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, communicate an update every two weeks with an indication of when a full reply will be given.

6.12. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

6.13. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

www.charitycommission.gov.uk/publications/cc47.aspx

If the complaint is regarding a fundraising issue, then it can be referred to the Fundraising Regulator. Information about how to do this can be found on their website at:

<https://www.fundraisingregulator.org.uk/complaints>

7) Variation of the Complaints Procedure

The Two Ridings Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.



8) Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action. Two Ridings Board of Trustees will be updated quarterly of any complaints received.

9) Contact information

If you wish to pursue your complaint formally, it may help to know the following details of the key people at the Foundation.

Chair: Richard Frith

Chief Executive: Celia McKeon

Telephone: 01904 929 500

Website address: www.tworidingscf.org.uk

Email: info@tworidingscf.org.uk

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Appendix A

DATA PROTECTION STATEMENT

Sharing information with others

- Sometimes we have to confirm or share information with other organisations. If we need to do this, we will make it clear to you on the forms you complete giving us the information. We will draw up an agreement with the organisation that we need to share the information with as appropriate. This is so that both sides understand why the information is being passed on, and what use can be made of it. In some cases, a third-party organisation, such as a funding body, may draw up the agreement.

Information quality

- We will make sure that the information about you is accurate and up to date when we collect or use it. You can help us with this by keeping us informed of any changes to the information we hold about you.

Information security

- We will keep information about you secure.
- We will protect your information against unauthorised change, damage, loss or theft.

Keeping information

- We will hold information about you only for as long as the law says. After this, we will dispose of it securely and properly.

Openness

- We will tell you what kinds of information we hold and what we do with it.

Access and correctness

- Whenever possible, we will let you see the information we hold about you and correct it if it is wrong.

In general

- We will comply with the Data Protection Act 2018 and any subsequent legislation on information handling and privacy.
- We are registered with the Information Commissioner under Z7605762
- We will do this through Two Ridings Community Foundation's Data Protection Policy.
- We will help you with any questions or problems that you may have with the Data Protection Act 2018, the Human Rights Act 1998 or the Freedom of Information Act 2000.
- If we cannot help you, we will give you advice on where to write to get the information you may need.

Our Commitment

- We will only collect information that is necessary for what we do.
- We will be fair in the way we collect information about you.
- We will tell you who we are and what we intend to do with the information about you.
- Where practicable, we will collect information directly from you.
- If we collect information about you from someone else, we will make sure you know that we have done this whenever possible.

Appendix B

Prompt questions to help you explain your concern or complaint.

How we will handle your complaint?

- It is important to be clear about exactly what your concern is that you are filing a complaint. We may need to ask you for more information and probe further to get a full understanding in order to address the concern.
- Two Ridings will use this information to decide whether the issue can be defined as a complaint and whether there are circumstances that may limit our ability to respond to the complaint (such as the time limit for making complaints, confidentiality, anonymity or the need for consent). If the matter is not suitable for handling as a complaint, we will explain this to you and signpost you to the relevant body.

Things to think about when making a complaint:

- Can you describe what happened, providing as many details as possible?
- Provide details on when and where the incident took place.
- Identify individuals present at the incident besides yourself.
- Were there any actions or behaviours leading up to the incident that you consider relevant?
- Are you directly involved with the situation / incident, and if so, how?
- Were any other individuals involved in said incident?
- Are there any witnesses or evidence that can support your account of the event?
- Have you spoken to anyone else about what happened, and what did you say to them?