

COMPLAINTS POLICY & PROCEDURE

Any person or organisation dissatisfied with its interaction with East End Community Foundation can submit a complaint to the Chief Executive in writing.

1. Procedure for Dealing with Complaints

- 1.1. A register of complaints will be kept.
- 1.2. Letters of complaints will be acknowledged by the Chief Executive, normally within 5 working days of receipt of the complaint.
- 1.3. The Chief Executive will investigate the circumstances outlined in the complaint and will reach a decision. A response will be sent to the complainant within 28 working days of receiving the letter of complaint.
- 1.4. 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), the complainant may write to the Chair of the Board of Trustees.
- 1.5. The Chair will acknowledge receipt of the letter within 5 working days where possible.
- 1.6. 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 Member of the Board of Trustees acting on their behalf.
- 1.7. The Chair will aim to produce a decision, which is final, and to notify the complainant of their conclusions within 28 working days of receiving the letter. If the complaint is not upheld, the Chair will provide a clear explanation of the reasons for their decision. If the complaint is upheld, the Chair will confirm the next steps in their letter.
- 1.8. All complaints received, together with a copy of the response to the complainant, will be notified to the Chair of the Board of Trustees.
- 1.9. Complaints will be monitored, and information from this will be fed into the planning process as appropriate.