

# Bedgebury Foundation

## POLICY AND PROCEDURES

### Complaints

<b>Policy Reference</b>	<b>BF 5</b>
<b>Version</b>	<b>I</b>
<b>Revision Dates</b>	
<b>Ratified By</b>	<b>Board of Trustees</b>
<b>Date Ratified</b>	
<b>Originator</b>	<b>Jane Angell-Payne</b>
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A complaint is defined as any dissatisfaction expressed verbally or in writing by a third party with whom Bedgebury Foundation has a relationship. This might include grant applicants, grant award holders, those who provide services to grant award holders and suppliers.

Regular analysis of complaints received, and actions taken to address them will enable Bedgebury Foundation to develop and improve.

### **Informal Stage**

Matters should normally be raised promptly and directly with the Director. If they cannot be resolved, then a formal complaint may be made. Any member of staff receiving a complaint is obliged to share this policy to the complainant within 5 days.

### **Formal Stage**

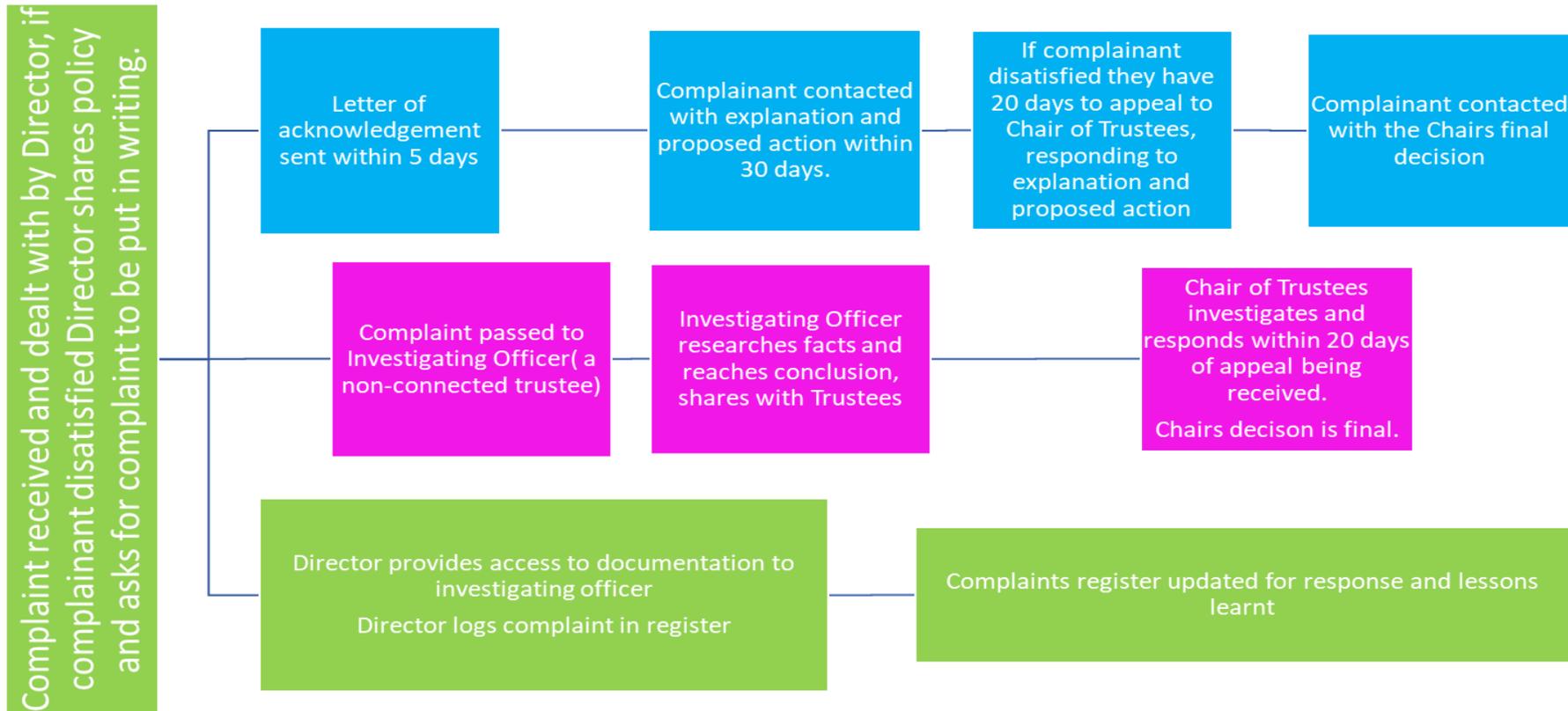
The complaint must be made in writing to the Director within one month of the incident in question. There is no time limit for complaints with legal implications. The timescales in this policy recognise we run a part-time office with one employee.

Upon receipt of a formal complaint:

- A letter of acknowledgement will be sent to the complainant within five working days
- The Director and a Trustee appointed by the Chair and independent of the complaint (for example if the complaint is from an applicant the Trustee will not be a member of GAT) will initiate an investigation and take all steps necessary to deal with the complaint
- A full written response, setting out any action taken or proposed, will be sent to the complainant within twenty working days.
- In the event that a response cannot be issued within twenty days, an interim response will be made offering a reason for the delay and making reference to the revised timescale
- If the complainant is not satisfied by the outcome of the investigation and the response letter, the Chair of Trustees will review the complaint and response. Any decision taken after this will be final except where there are contractual arrangements. In such circumstances, there may be a further mechanism to take the complaint to an independent body for arbitration.

A record of all action taken, and copies of correspondence will be kept on file. All complaints and subsequent learning from complaints will be reviewed and actioned by the Board of Trustees.

No complainant will be treated less favourably as a result of making a complaint.



## Bedgebury Foundation complaints procedure- summary

### Process for Raising a Concern

**Reporting** - Many problems can be resolved easily and quickly, often at the time they arise, by speaking with or emailing the Director of Bedgebury Foundation. Please understand that to maximise grant making we run a part-time office and it may take up to five days to respond. If a problem cannot be resolved in this way the complaint should be submitted in writing and marked Unresolved Complaint directly to the Director, Bedgebury Foundation : [admin@bedgeburyfoundation.org.uk](mailto:admin@bedgeburyfoundation.org.uk) and the above procedure will commence.

**Evidence** – Although a complainant is not expected to prove the truth of an allegation, a complainant should be able to demonstrate that they have made a report in good faith and provide any evidence that they have available.