



# Complaints Policy and Procedure

Sir John Fisher Foundation

Created	January 2024
Review Due	January 2026

## 1. Statement

**1.1** Sir John Fisher Foundation is committed to providing a fair, transparent, and effective grants allocation process. We understand that concerns or complaints may arise, and this policy outlines the procedure for addressing and resolving such matters in accordance with established guidelines (e.g. Charity Commission). We are continuously striving to enhance our processes and standards, viewing this complaints procedure as a chance to make further improvements.

**1.2** All Staff and Trustees agree to follow the Policies and Procedures of Sir John Fisher Foundation. The Foundation expects all interactions to be approached with politeness and mutual respect. There will be no tolerance to forms of harassment or bullying.

## 2. Definitions

**2.1** A **concern** is when someone is worried, troubled, or unhappy about a decision or a situation, or has something that they would like to raise informally with Sir John Fisher Foundation.

**2.2** A **complaint** is a more formal expression of dissatisfaction or discontent.

## Grant Outcomes

**2.3** Complaints relating to grant outcomes: If the correct procedure is followed for the assessment and decision-making of the application, no complaints will be accepted, and the decision is final. Staff should keep a record of any comments regarding the response to a grant outcome and in certain circumstances may document an informal concern.

## 3. Aim

This policy applies to individuals or organisations dissatisfied with the services provided by Sir John Fisher Foundation.

## 4. Principles

- We welcome feedback, as it helps us improve our services.
- Complaints will be handled promptly, fairly, and confidentially.
- All complaints will be treated with respect and without prejudice.
- We will learn from complaints to enhance our processes.

## 5. Reporting a Concern

A concern can be informally expressed to a member of staff via email to:

[grants@sirjohnfisherfoundation.org.uk](mailto:grants@sirjohnfisherfoundation.org.uk)

Or

[eo@sirjohnfisherfoundation.org.uk](mailto:eo@sirjohnfisherfoundation.org.uk)

## 6. Making a Complaint

**6.1** Complaints can be made in writing, by email or posted to head office. If you are unsure if your problem/issue is a concern or a complaint, please call the Office staff via 07918649601.

### 6.2 Complaints should include:

- The complainant's name, address, and contact information.
- Member of staff or Trustee who may be involved, or it relates to
- A clear description of the issue, including dates and whether the issue/problem is still happening.
- Relevant documentation or evidence.
- Any steps taken to resolve the issue/s
- Any suggestions for overcoming the problem/s
- Would you agree to a face-to-face meeting to resolve if necessary?

### 6.3 Complaints should be submitted to:

**Pippa Smith**

Executive Officer

Sir John Fisher Foundation

Cooke's Studios

104 Abbey Road

Barrow In Furness

LA14 5QR

[eo@sirjohnfisherfoundation.org.uk](mailto:eo@sirjohnfisherfoundation.org.uk)

**07776968245**

**6.4** If a complaint is regarding the Executive Officer, the same address should be used but it should be addressed to "**The Chair of Trustees**".

**6.5** The Foundation's staff or Trustees may raise a complaint or concern about internal operations under the Foundation's Whistle Blowing Policy or other policies as per the staff handbook.

## 7. Procedure

- 1.) Upon receipt of a complaint, an acknowledgment will typically be sent within 7 working days.
- 2.) The complaint will be thoroughly investigated by an impartial person, not directly involved in the issue, where possible. This is likely to be another member of staff or a trustee.
- 3.) If the complainant agrees and it is deemed reasonable, a face-to-face meeting, video call or conference call may be arranged to hear further details and contribute to resolution of the complaint.

- 4.) Updates of progress will be delivered to those involved.
- 5.) We aim to resolve complaints within 28 days. If more time is needed, the complainant will be informed of the delay and provided with a new expected resolution date. Please note our trustees are volunteers and may have other commitments, if their views are sought or a meeting required, this may cause delays to the resolution.
- 6.) As we are a small team, advice may need to be sought externally. In this instance the complainant will be notified.
- 7.) Once the investigation is complete, the complainant will receive a written response detailing the findings, any actions taken, and the outcome.

## **8. Appeal**

If dissatisfied with the outcome, the complainant may appeal within 14 days of receiving the response. The appeal will be reviewed by the Chair of Trustees, unless the complaint relates to them, in which case it will be reviewed by the other Trustees and the chair will recuse themselves.

## **9. GDPR Compliance**

**9.1** Sir John Fisher Foundation complies with the General Data Protection Regulation (GDPR, Data Protection Act, 2018). All personal information provided in the complaints process will be handled in accordance with GDPR legislation. For more information, please refer to our Privacy Notice available on our website.

**9.2** If the Foundation chooses to engage the services of outside agencies to assist with an investigation, permission will be sought to share information.

**9.3** All documents relating to complaints and concerns will be stored securely within our electronic filing system. Permissions will be granted to the Executive Officer and the Chair of Trustees in the first instance. Documents may be shared with others within the Foundation on a need-to-know basis. Permissions can be granted and revoked as required.

**9.4** Complaints and all relevant documents relating to a complaint will be stored securely for 7 years and then disposed of through confidential waste.

## **10. Monitoring and Review**

This policy will be reviewed annually or as needed to ensure its effectiveness and compliance with relevant legislation. Feedback through the complaints process will be used to improve our practices.

## **11. Further Actions**

If a complaint regarding another charity is necessary, please follow this guidance from the Charity Commission:

[Complain about a Charity](#)

## **12. References:**

- Gov.uk - Complaints about Charities

<https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>

-Data Protection Act

[Data protection: The Data Protection Act - GOV.UK \(www.gov.uk\)](#)

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**Date of Review: January 2026**

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