

## Cambridgeshire Community Foundation

Policy Number	Name of Policy	Owned by	Applies to
CCF/GOV/002	Complaints	HR & Governance Committee	CCF stakeholders and the general public
Review Date	Reviewed by	Frequency of Review	Next Review Date
March 2025	HR & Governance Committee	3 years	March 2028

### 1. Introduction

- 1.1 This policy outlines Cambridgeshire Community Foundation's (CCF's) complaints policy. CCF is committed to providing high quality services and interactions with all of its stakeholders. Understanding where CCF's provision may have below the expected standard is vital in ensuring ongoing learning and improvements for the organisation.

### 2. Purpose and Scope

- 2.1 The purpose of this policy is to outline CCF's approach to managing complaints and provide a clear guide for all stakeholders who may wish to make a complaint.
- 2.2 The complaints policy applies to all external stakeholders for CCF; this includes grant applicants and members of the public.
- 2.3 For grant applicants, the policy covers complaints relating to:
  - 2.3.1 Maladministration in the grant giving process, for example if the complainant believes CCF has delayed, or made mistakes in or failed to follow our grant application process.
  - 2.3.2 The complainant believes CCF has failed to give an applicant access to information or has given incorrect advice or information.
  - 2.3.3 The complainant believes that interactions with CCF and its employees, trustees or other stakeholders has fallen below an expected standard.
  - 2.3.4 The complainant believes that CCF has discriminated against an applicant or not treated an applicant fairly.
- 2.4 Grant applicants may raise a concern regarding a funding application if they believe:
  - 2.4.1 CCF did not follow the published procedures for assessing the application.
  - 2.4.2 That CCF has misunderstood a significant part of the application.
  - 2.4.3 That CCF did not take notice of the relevant information.

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- 2.5 Grant applicants may not use the complaints policy to appeal against a rejected application unless one of the above criteria under para 2.4 is believed to be involved. CCF understand that a grant applicant may be disappointed with a grant rejection; but the complaints procedure cannot be used to appeal that decision if we have followed our decision-making process correctly.
- 2.6 Employees wishing to make a complaint about treatment at work, pay and conditions or any other matter, should do so under the grievance policy.

### 3. Responsibilities

- 3.1 When investigating complaints CCF personnel will:
- work in a timely manner
  - handle your complaint confidentially
  - be fair
  - behave courteously
  - respond positively and offer constructive solutions
  - keep you informed
  - take a problem-solving approach
  - seek advice and support where necessary
- 3.2 All complaints received will be recorded in Cambridgeshire Community Foundation's Complaints Register and reported to the Board of Trustees.

### 4. How to make a complaint

#### Stage 1: informal resolution

- 4.1 Anyone dissatisfied with CCF is encouraged to make this fact known at the point and time of their dissatisfaction to the person/s directly involved as the first step in our procedure. All our personnel will wherever possible resolve the situation at this early stage, ensuring that our policy and procedures are followed. CCF fully supports the use of informal resolution as the first stage to resolving any concern and may suggest additional steps, for example a facilitated meeting, or mediation.

#### Stage 2 – formal resolution

- 4.2 If you do not feel satisfied with the response you receive and wish to make a formal complaint, or if it is not appropriate for informal resolution or the

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member of staff to deal with the complaint, please send details of your complaint to CCF.

4.2.1 For any concerns please direct your complaint to the Head of Development and Operations: [viv@cambscf.org.uk](mailto:viv@cambscf.org.uk)

4.2.2 If your complaint relates to the Head of Development and Operations, please direct your concerns to the Chief Executive; [michael@cambscf.org.uk](mailto:michael@cambscf.org.uk)

4.2.3 If your complaint relates to the Chief Executive, please direct your concerns to the Chair of the Board of Trustees; [stephen@cambscf.org.uk](mailto:stephen@cambscf.org.uk)

4.3 In order to ensure your concerns can be fully investigated as quickly as possible, we encourage you to include the following information:

- Your name and contact details
- Details of what the complaint is about
- The person or persons involved
- When the concerns occurred and if they are still happening
- What remedy/action you would expect as an outcome

4.4 CCF supports all individuals who wish to raise concerns, and recognises that offering a variety of reporting mechanisms is important; therefore you may make your complaint verbally or in writing. If you make a verbal complaint we will summarise and confirm the nature of your complaint in an email to you to ensure it has been fully understood.

4.5 In the instance of a verbal complaint being made, CCF will take agreement of the summary email as confirmation of your concerns. If no confirmation has been received by you after 5 working days, the summary email will be taken as the agreed scope of complaint.

4.6 Complaints are formally recorded on receipt by the recipient and acknowledged within five working days. In this communication you will be advised who is dealing with your complaint and when you may expect the outcome.

4.7 The person dealing with your complaint will investigate all aspects of your complaint, allowing others who are directly involved to make their contribution. This may mean further information or evidence is sought from you.

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- 4.8 A summary, with details of any action taken or recommendations for further action, will be sent to you within 30 working days of receipt of the original correspondence reaching our office. We will endeavour to keep you updated as to the progress of your complaint during these 30 days as relevant.

### Stage 3 – formal resolution appeal

- 4.9 If you are not satisfied with the response, you may appeal the outcome. If your complaint was initially responded to by the Head of Development and Operations, you can appeal to the Chief Executive, details above.
- 4.10 If your complaint was initially responded to by the Chief Executive you can appeal to the Chair of the Board of Trustees, whose details are above.
- 4.11 Any appeal will be acknowledged within 5 working days of receipt.
- 4.12 A review of the initial complaint handling (which may also involve additional investigation as necessary) will be carried out and a reply will be sent to you within 30 working days.
- 4.13 The decision on your complaint at this stage will be final.

## 5. Review

- 5.1 This complaints policy will be reviewed on a 3-yearly basis

## 6. Linked policies

- 6.1 Greivance policy
- 6.2 Code of conduct
- 6.3 Whistleblowing policy