

## Complaints Policy

### Our Approach to Complaints

Heart of England Community Foundation is committed to providing a high-quality service to its stakeholders. Staff strive to present themselves in a professional and courteous manner at all times. One of the ways in which we can continue to improve the service we offer is to listen and respond to the views of all customers. Therefore, we aim to ensure that:

- making a complaint is as easy as possible;
- we deal with it promptly, politely and appropriately;
- we respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken;
- we learn from complaints, and use them to improve our service;
- a confidential file of all complaints is kept centrally.

### How to Make a Complaint

Complaints can be made in writing, by e-mail, by telephone or in person (by appointment). If you are writing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not please provide a full postal address. Please address your complaint to:

Tina Costello  
Chief Executive  
Heart of England Community Foundation  
c/o Pinley House,  
2 Sunbeam Way,  
Coventry,  
CV3 1ND

Tel: 024 7688 4434  
E-mail: [tina@heartofenglandcf.co.uk](mailto:tina@heartofenglandcf.co.uk)

### The process – making a complaint with reference to grant making or funding

- Complaints relating to grant-making will be assessed by the CEO, and a response will be sent within 5 working days of receipt. If it is not possible to issue a full reply within this time – for instance, because a detailed investigation is required – we will tell you what is being done to deal with your complaint, when you can expect the full reply, and from whom within 5 working days.
- If you are not satisfied with the final response from the CEO, you may ask for your complaint to be referred to a Trustee of the charity.

- The referral will be acknowledged within 5 days of receipt, and the Trustee will aim to produce a decision within 20 days. If this is not possible, you will be told what is being done to deal with your complaint and when you can expect the reply.
- If following this second response you remain dissatisfied, and if the nature of your complaint relates to funding that the Foundation has received from an external source, you can re-direct your complaint to this funding body.

### **The process – making a non-grant making complaint – all other issues**

- Complaints relating to any non-grantmaking issue will be passed by the CEO, and a response will be sent within 5 working days of receipt. If it is not possible to issue a full reply within this time – for instance, because a detailed investigation is required – we will tell you what is being done to deal with your complaint, when you can expect the full reply, and from whom.
- If you are not satisfied with the response from the CEO, you may ask for your complaint to be referred to a trustee.
- The referral will be acknowledged within 5 days of receipt, and the Chair of the Trustees will aim to produce a decision within 20 days. If this is not possible, you will be told what is being done to deal with your complaint and when you can expect the reply. Any decision will be final.

**Last Amended: January 2018**

**Last Approved:**

**Next Review:**