

Complaints Policy

Contents

Contents	1
Scope	1
The Complaints Process	2
Reviewing of this Policy	3
Contact Information	3

Policy Statement

Kent Community Foundation is committed to providing excellent customer service and welcomes feedback from all stakeholders, both positive and negative on the services it provides. However when Kent Community Foundation does not meet expectations and acceptable standards, this policy explains when and how to make a complaint.

Scope

This policy is for individuals external to Kent Community Foundation who receive a services from, or work with Kent Community Foundation. Staff members and volunteers can refer to Kent Community Foundation’s grievance procedure and whistleblowing policy.

A complaint arises when a stakeholder (grant application, donor, or other service user) is dissatisfied with the service they have received.

This policy is not a grants appeal process. Any concerns about the outcome of a grant decision can be discussed with the Director of Grants and Impact in the first instance, who will then refer to the Grants Committee if the matter cannot be resolved.

The Complaints Process

- To submit a complaint, you will need to send an email or letter to the relevant staff member giving as much detail about the situation as possible including:
 - What the complaint is about
 - Who was involved
 - When the event happened, or started if it is ongoing
 - What action/remedy you might expect as an outcome
- The complaint will be acknowledged within 7 days of receiving it, enclosing a copy of this complaints procedure and explaining the next steps
- The Kent Community Foundation Chief Executive will then oversee an investigation of the complaint
- Within 14 days of sending the acknowledgement letter, the Kent Community Foundation Chief Executive will write to the complainant explaining the situation and outlining solutions/plans of action. The letter will also include the offer of a meeting to discuss the matter if desired.
- If the complainant is not satisfied with the outcome of the meeting or the detailed written reply, the complaint will be reviewed by a Kent Community Foundation trustee not related to the complaint.
- Within 14 days of the review, the Kent Community Foundation trustee or other person will confirm their final decision with reasons
- In the event of a failure to agree at this stage, this will be recorded and the complainant may take such further action as they choose
- Unresolved complaints regarding fundraising may be referred to the [Fundraising Regulator](#) by the complainant. Kent Community Foundation will fully co-operate with any investigations the regulator wishes to undertake. Other serious unresolved complaints about the conduct of a charity may be referred to the [Charity Commission](#).

A register of complaints will be kept by Kent Community Foundation. The number of complaints regarding fundraising will be reported in Kent Community Foundation's annual trustee report in accordance with the Charities (Protection and Social Investment) Act 2016.

Reviewing of this Policy

The effectiveness of this policy and associated arrangements will be reviewed every two years under the direct supervision of the Kent Community Foundation Chief Executive.

Complaints Policy	
Status	Approved
Author(s)	
Approved by	Board of Trustees
Date	29/11/2024
Due to be reviewed	November 2026

Contact Information

- **Chief Executive:** Josephine McCartney, Kent Community Foundation, Evegate Park Barn, Smeeth, Ashford Kent TN25 6SX.
- **Chair of the Board:** Robert Sackville West, Address as above
- **Telephone:** 01303 814 500
- **Web site address:** www.kentcf.org.uk **Email:** admin@kentcf.org.uk