

Complaints Policy

KCF is committed to providing excellent customer service across its portfolio of services and seeks to implement best practice from across the Foundation network.

- Complainants will be asked to submit their complaint in writing – by letter or email – to the relevant staff member giving as much detail about the situation as possible and stating what action/remedy they expect as an outcome
- The KCF Chief Executive will send a written acknowledgement of the complaint within 7 days of receiving it, enclosing a copy of this complaints procedure
- The KCF Chief Executive will then investigate the complaint
- Within 14 days of sending the acknowledgement letter, the KCF 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 KCF trustee not related to the complaint.
- Within 14 days of the review, the KCF 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. KCF 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](#).

This complaints process will be used by any person or body who feels dissatisfied with the way they have been treated, or their case has been dealt with. This applies whether the concerns or complaint is about any actions by a member of staff of the Foundation, by a Trustee, a Committee or Panel of the Foundation, or a volunteer who is representing or acting on behalf of the Foundation in some other capacity.

A register of complaints will be kept by KCF. The number of complaints regarding fundraising will be reported in KCF'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 annually under the direct supervision of the KCF Chief Executive.

Contact Information

If you wish to pursue your complaint formally, it may help to know the following details of the key people at the Foundation.

- **Chief Executive:** Josephine McCartney, Kent Community Foundation, Evegate Park Barn, Smeeth, Ashford Kent TN25 6SX.
- **Chairman:** Tim Bull, Address as above
- **Telephone:** 01303 814 500
- **Web site address:** www.kentcf.org.uk **Email:** admin@kentcf.org.uk