

## Complaints Policy

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### Policy Statement

KCF is committed to providing excellent customer service and welcomes feedback from all stakeholders, both positive and negative on the services it provides. However when KCF 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 KCF who receive a services from, or work with KCF. Staff members and volunteers can refer to KCF'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 KCF Chief Executive will then oversee an investigation of 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](#).

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 every two years under the direct supervision of the KCF Chief Executive.

### Contact Information

- **Chief Executive:** Josephine McCartney, Kent Community Foundation, Evegate Park Barn, Smeeth, Ashford Kent TN25 6SX.
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