

Complaints Policy

Hertfordshire Community Foundation welcomes feedback regarding its work with donors, grant recipients as well as to the wider Hertfordshire community. Feedback is a useful tool which helps us to monitor and improve our approach, as the interests of all our stakeholders are important to the Foundation.

What to do if you are dissatisfied with Hertfordshire Community Foundation

If you have already discussed the matter with the member of staff you usually deal with and you are not satisfied with the response, details of your complaint should be sent in writing to Hertfordshire Community Foundation. You should state:

- You are following this Complaints Policy
- What the complaint is about
- Specify the member(s) of staff, trustee, adviser or committee involved
- When the event about which you are complaining occurred and if it is still happening
- What action / remedy you would expect to see as an outcome

When your complaint is reviewed you will receive an acknowledgement within 14 working days advising you who is dealing with your complaint and when you may expect a more detailed report.

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.

A brief report, together 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.

Complaints will be monitored and information from this will be incorporated within the planning process as appropriate.

If you are currently applying for funding please be assured that by making a formal complaint you will in no way compromise your organization's chances of securing a grant.

What to do if you are not satisfied with the response

If you are not satisfied with the response and decision you may write to the Foundation Director of Hertfordshire Community Foundation, who will acknowledge your appeal within 10 working days of receiving your letter. An investigation will be carried out and a reply will be sent to you within an agreed timescale. The decision of the Foundation Director is final.

All complaints received will be recorded in Hertfordshire Community Foundation's Complaints Register and reported to the Board of Trustees.

Approved: February 2018

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