

## Complaints Procedure

The Guardian Foundation is dedicated to providing the best possible service and experience for everyone who engages with the charity. In order to do this, we have a clear, fair, and efficient procedure for dealing with any complaints or dissatisfaction in relation to:

- The standard of our service;
- The behaviour of our staff in delivering that service;
- Any action, or lack of action, by our staff or others engaged with our services.

Our complaints procedure ensures that any issues arising can be dealt with as swiftly and effectively as possible. We have the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To resolve complaints informally where possible;
- To ensure that all complaints are handled in a consistent and timely manner throughout;
- To increase satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### How to complain

Often, the most efficient and effective way of dealing with an issue is to try and resolve the matter informally.

If your concern is in relation to a member of The Guardian Foundation staff, in the first instance, if you feel comfortable doing so, you should initiate a simple conversation with them directly. Alternatively if preferred, you can contact their line manager, who will try to resolve the matter.

If the issue is in relation to any of the services The Guardian Foundation is providing, the first step is to inform the relevant member of staff, either in person, or via email or post.

If you make contact in person, ensure you make a note of the conversation (including any solution offered at this point) and the name of the person you speak to.

**Email:** [info@theguardianfoundation.org](mailto:info@theguardianfoundation.org)

**Post:** The Guardian Foundation, Kings Place, 90 York Way, London, N1 9GU

### What happens next?

The Guardian Foundation will always endeavour to deal with and resolve any complaint as soon as possible. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Following this we will set out and communicate how the complaint will be resolved, or recommend that a more formal process and further investigation is required.

The Guardian Foundation cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

There may be rare occasions when we chose not to respond to a complaint at all. These include:

- When a complaint is about something that The Guardian Foundation has no direct connection to. We may choose to reply in order to clarify this but we are not obliged to;
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this;
- When a complainant is being obviously abusive, prejudiced or offensive in their manner;
- When a complainant is harassing a staff member;
- When a complaint is incoherent or illegible;
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.

### **Making a formal written complaint**

If you are not satisfied with our response, or wish to raise the matter more formally, please write directly to the Executive Director at the address above. If your complaint is about the Executive Director, please write to the Chair of the Board of Trustees at the address above.

All written complaints will be logged. You will receive a written acknowledgement within five working days.

In some cases The Guardian Foundation may initiate the formal process if the matter is of such a serious nature it warrants a formal investigation.

Your complaint will be investigated properly, including any fact finding required, and you will receive a written reply within ten working days of the original acknowledgement, setting out how the problem will be dealt with. If this timeframe is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.



Alternatively if you do not feel completely satisfied by these channels set out, or our response then you can contact The Charity Commission at the address below.

The Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG

0845 3000 218

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

### **Our pledge**

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

We treat all comments and complaints as an opportunity to improve. Thank you for helping us to provide a better service.