

## THE BARING FOUNDATION

### PROCEDURE FOR HANDLING EXTERNAL COMPLAINTS

The Foundation takes all complaints seriously and aims to resolve problems promptly. The complaints procedure provides the framework by which this will be done. The standard of performance against which complaints will be judged is the Foundation's statement of values.

#### **General Complaints**

Where a third party (person or organisation) has cause for complaint about the way they have been treated by one or more of the Foundation's staff or Trustees, the following procedure must be followed:

1. The complainant should be asked to write to the Foundation giving the name of the individual the complaint is about, the date(s) involved and the circumstances forming the basis of the complaint, including the relationship, if any, between the complainant and the individual concerned.
2. Where the complaint refers to a member of staff it should be addressed 'For the Attention of the Foundation Director'. If it is against the Foundation Director, or a Trustee other than the Vice Chair, correspondence should be addressed 'For the Personal Attention of the Foundation Vice Chair'. If it is against the Foundation Vice Chair, correspondence should be addressed 'For the Attention of the Chair'.
3. Where a complaint is addressed to another member of staff or Trustee, the Foundation Director or Foundation Chair must be informed of the complaint.
4. Receipt of the complaint will be acknowledged within one week.
5. A procedure for investigating the complaint will be decided by the authorised person. In especially sensitive, serious, or complex cases, this may require the involvement of one or more external independent people.
6. Each complaint will be investigated on a case by case basis and the relevant outcome will be bespoke to the complaint, but examples of action might include, an apology, advice, coaching or training.
7. Within two weeks of the acknowledgement of the complaint, the complainant will either receive the outcome of the complaint in writing, or, should the complaint prove especially complex, the timescale within which a decision is expected.
8. The Foundation Director will keep the Foundation Chair informed of all complaints along with outcomes.

9. The Director, Chair or Trustees will decide any further action to be taken.

#### **Application Decisions**

10. Complaints concerning the outcome of funding decisions (e.g. grants, loans, etc.) will be investigated to ensure normal procedures have been followed in making the decision. Where normal procedures have been followed correctly the Foundation will not be able to offer a right of appeal over the outcome of the application for funding and therefore the Trustees' decision will be final.
11. Should the normal procedures not have been followed, the Chair and Director will consider a course of action appropriate to the circumstances.

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