



Policy name	Complaints policy and procedure
Last date reviewed	March 2023
Review frequency	Three yearly
Next due for review	March 2026
Owner	CEO
Written by	CEO
Approved by	Full Board

Purpose: This policy outlines the policy and process for dealing with complaints made about any area of HIWCF's work.

HIWCF are committed to providing a professional service to all our stakeholders, including fund holders, donors, and grant applicants from around the county. Where there is concern that we may have not met our high standards, we will always address these fairly, impartially and with transparency.

Through listening to feedback about our services, we are provided with the opportunity to learn from our stakeholders about their needs and priorities; to rectify mistakes when they are made; and to improve our practices; all whilst providing a deeper understanding of our practices to our stakeholders.

### Complaints process

#### 1. Complaint received

If received by telephone or other informal means, the complainant will be asked to put the complaint in writing to the CEO, and send it either by post or email. This complaints process will not be implemented until a formal written complaint is received.

If a complaint involves the conduct of the CEO, the complaint should then be made directly to the Chair of Trustees, and in the following process, the Chair of Trustees will take the lead in handling the complaint in the same manner as would the CEO for any other complaint.

2. Once a written complain has been received by the CEO, the CEO will acknowledge it within a reasonable period, aiming to be within 48 hours or less.

3. The CEO will provide a fuller response after a reasonable time allowed to investigate the matter, aiming to be within ten days of receipt of the initial complaint. This response will:

- a) reference any relevant HIWCF policies
- b) be provided to the relevant Sub-Committee Chair (if appropriate)
- c) have due regard to GDPR and any other confidentiality issues

4. If the complainant remains unsatisfied, they are encouraged to write to the HIWCF Chair of Trustees, outlining their remaining concerns. The HIWCF Chair of Trustees may:

- a) write addressing the remaining concerns or;
- b) open a formal investigation into the matters raised.

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5. If a formal investigation is opened by the Chair of Trustees, this will consist of one or more members of the Board of Trustees undertaking a formal review of the complaint and the matters arising that led to it. They will attempt to conclude this review within a reasonable time frame, aiming for one month or less. They will provide a full report to the complainant, the CEO, and the Chair of Trustees, outlining their conclusions and any actions they require to be undertaken in response to the complaint. These actions will then be monitored on a quarterly basis by the relevant sub-Committee or Full Board, until resolved.

6. If the complainant still feels the matter remains unresolved, they are able to make a complaint to the relevant statutory authority – see details below under “Government guidance about making a complaint about a charity”.

### Contact details

Hampshire & Isle of Wight Community Foundation

Postal address: The Orchard, White Hart Ln, Basingstoke RG21 4AF

*(Note that this is our registered address only, not an office address, and post is only periodically collected from this address. The fastest and best way of communicating with us is by email.)*

Telephone: 01962 798700

Email: [info@hiwcf.com](mailto:info@hiwcf.com)

CEO	Jacqui Scott	T: 01962 798696 (Direct line) 07823 600 900 (Mobile) 01962 798700 (Main office)
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### Officers of the HIWCF Board of Trustees

Chair of Trustees	Rebecca Kennelly, MBE	<a href="mailto:chair@hiwcf.com">chair@hiwcf.com</a>
Hon. Treasurer	Richard Barton-Wood	<a href="mailto:treasurer@hiwcf.com">treasurer@hiwcf.com</a>
Hon. Secretary	James (Jim) Kennedy	<a href="mailto:info@hiwcf.com">info@hiwcf.com</a>

### Sub-Committees

People Committee	Dealing with staffing, volunteer and Trustee matters	<a href="mailto:info@hiwcf.com">info@hiwcf.com</a>
Finance & Investment Committee	Dealing with finance procedures, investments and most compliance issues eg GDPR	<a href="mailto:info@hiwcf.com">info@hiwcf.com</a>
IWCF Committee	Dealing with developing grant making and philanthropy on the IOW	<a href="mailto:info@hiwcf.com">info@hiwcf.com</a>
Grants Committee	Dealing with developing grant making strategy and agreeing grants from most HIWCF-held or managed funds	<a href="mailto:info@hiwcf.com">info@hiwcf.com</a>
Philanthropy Committee	A committee dealing with Philanthropy matters, but which is not a formally constituted sub-Committee of HIWCF. This committee is Chaired by the HIWCF Chair of Trustees. Complaints regarding fundraising practice would be referred to the Full Board.	<a href="mailto:info@hiwcf.com">info@hiwcf.com</a>

### Government guidance about making a complaint about a charity

<https://www.gov.uk/complain-about-charity>