

Cambridgeshire Community Foundation

Policy Number	Name of Policy	Owned by
CCF/GOV/002	Complaints Policy	Governance Committee

Review Date	Reviewed by	Frequency of Review	Next Review Date
March 2022	Governance Committee 31/3/22	3 years	March 2025

(Published on CCF website)

Cambridgeshire Community Foundation (CCF) welcomes feedback regarding its work with donors, grant recipients as well as with the wider 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 Cambridgeshire 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 the Grants & Operations Manager at Cambridgeshire Community Foundation Vivienne Atkinson (viv@cambscf.org.uk); or, if your complaint relates to the Grants & Operations Manager, to the Chief Executive Michael O'Toole (michael@cambscf.org.uk); or if your complaint relates to the Chief Executive, to the Chair of the Board of Trustees, c/o Cambridgeshire Community Foundation Stephen Catling (stephen@cambscf.org.uk).

Your complaint should state:

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

What will happen when your complaint is received

- You will receive an acknowledgement within 5 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. We will endeavour to give an update report halfway through this 30 day period.
- Complaints will be monitored and information from this will be incorporated within the planning process as appropriate.
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What to do if you are not satisfied with the response

Cambridgeshire Community Foundation

If you are not satisfied with the response and decision, and your complaint does not relate to the Chief Executive Michael O'Toole, you may write to the Chief Executive of Cambridgeshire Community Foundation, who will acknowledge your appeal within 5 working days of receipt. An investigation will be carried out and a reply will be sent to you within 30 working days. The decision of the Chief Executive will be final. If your complaint does relate to the Chief Executive, you may write to the Chair of the Board of Trustees, c/o CCF Community Foundation, who will acknowledge your appeal within 5 working days of receipt. An investigation will be carried out and a reply will be sent to you within 30 working days. The decision of the Chair of the Board of Trustees will be final.

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