

Complaints Policy

Last reviewed by the trustees: 09.03.20

Our commitment

Expectations of behaviour and the principles to be upheld by the charity are outlined in our Code of Conduct and Ethics. Other relevant information is available in our Safeguarding Children and Vulnerable Adults, Privacy, Challenging Behaviour and Whistleblowing policies.

We take all complaints seriously, and work to resolve any issues promptly.

Complaints

Complaints can be made by anyone including staff, volunteers, beneficiaries or other individuals. If you have had a negative experience with The Courtney Foundation, a member of the team or during a specific project please raise it with a member of the team you are in contact with and expect a follow up from us. If the issue is not resolved, you can make a formal complaint. Details about each of these procedures are below.

Raising a concern (informal complaints)

Where possible, you can raise any concern to a member of the team informally in order to resolve the issue. This is not treated as a formal complaint but will still be taken seriously and you should expect a follow up discussion and/or attempt at reconciliation, depending on the nature of the concern. All staff, volunteers or other individuals working on behalf of the charity must report informal complaints to their line manager or to a trustee if that is more appropriate. Any safeguarding concern will be acted upon according to our Safeguarding Children and Vulnerable Adults Policy.

Making a formal complaint

Formal complaints should be made in writing by emailing melissa@thecourtneyfoundation.org. If making a written complaint isn't possible for any reason, please let us know and you will be able to make a formal complaint verbally by speaking to a member of the leadership team. This might be a trustee or other member of

the team depending on the nature of the complaint and if the concern is in relation to a specific project. Formal complaints will be recorded on our Formal Complaints Log.

You should expect a response from us within 14 days for both informal and formal complaints. We may suggest discussing the issue further to better understand your experience, arranging a meeting with relevant people, attempting reconciliation or taking disciplinary action or steps for improvement; this will depend on the nature of the complaint.

Confidentiality

All complaints will be treated confidentially and in line with our Privacy Policy. We will only inform or discuss complaints with people on a need-to-know basis.