

## **Complaints Procedure**

Cumbria Community Foundation is committed to providing an open, accessible and high quality service.

If dissatisfied, anyone wishing to complain should:

- Write to the Chief Operating Officer outlining the reason for the complaint, providing as much detail as possible
- The Chief Operating Officer will investigate the complaint and reply to the complainant within ten working days
- Following the investigation the Chief Operating Officer will take appropriate action, which may include making an apology, making changes to procedures or instigating disciplinary action against staff

All complaints will be recorded and kept on file. Our grants procedures are constantly under review and issues around customer satisfaction are discussed at regular staff meetings.

In the event of someone wishing to complain about the Chief Operating Officer, the Chief Executive will undertake the procedure in line with the above procedure.

In the event of an applicant wishing to appeal against a decision to refuse a grant the Grant Appeals Procedure should be used, rather than the Complaints Procedure.

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