



Procedure for Dealing with a Complaint Against an Organisation

DOCUMENT CONTROL	
Date, Version and Author	14/8/2020, V1, Jenny Benson
Reason for Amendment	New policy
Approved by	Management & Finance Committee
Date of approval	01/11/2020
Date of next Review	01/11/2023

Procedure for dealing with a complaint against an organisation

1. Introduction

- 1.1 Cumbria Community Foundation is committed to ensuring the highest standards of grant making.

2. Process

- 2.1 If a complaint is received with regards to an organisation, or a CCF trustee, employee, grants committee member or volunteer become aware of concerns relating to an organisation either in receipt of a CCF grant or in the process of applying for a grant, then it will be investigated as follows:
- The complaint, or concern should be raised with a member of the Senior Leadership Team (SLT) as soon as practicable.
 - Together with a Grants and Donor Services Officer (GDSO), the SLT member will seek to understand the nature of the concern raised and assess whether further investigation is required. Additional information and evidence may be gathered to inform this process. If the complaint relates to a safeguarding issue, then the Safeguarding Policy should be followed.
 - If further investigation is deemed necessary, then after agreement with the Chair of the Main Grants Committee and/or Chair of other relevant Grants Committee, a meeting should be arranged with the organisation's Senior Manager/s and Chair of Trustees to investigate the concern raised. A minimum of two CCF representatives should attend the meeting, for example, GDSO and Grants Panel member.
 - Using the meeting note template (see Appendix A), the CCF representatives should investigate the complaint raised with the organisation and assess the following areas as appropriate:
 - Governance
 - Management and organisational structures
 - Financial procedures
 - Operational policies and procedures (including Safeguarding)
 - Project delivery
 - Working practices, including client journey
 - Accreditation, training, qualifications and insurance
 - Monitoring and reporting
 - Evaluation
 - The report, together with recommendations, should be produced and next steps agreed with the SLT member and Chair of Grants Committee. Final report should be sent to relevant Grants Committee to review.
 - Inform organisation of outcome.

3. Timeline

- 3.1 Process should be completed within 25 working days of concern being raised.

APPENDIX A

COMPLAINT AGAINST AN ORGANISATION: INVESTIGATION TEMPLATE			
NAME OF ORGANISATION:			
REGISTERED CHARITY No:			
GRANT RECIPIENT:	<input type="checkbox"/> YES <input type="checkbox"/> NO If yes: Application Number: Grant amount awarded: Project name:		
GRANT APPLICANT:	<input type="checkbox"/> YES <input type="checkbox"/> NO If yes: Application Number: Grant amount requested: Project name:		
COMPLAINT RAISED BY:			
COMPLAINT SUMMARY:			
ACTION REQUIRED:			
MEETING WITH ORGANISATION REQUIRED?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
CCF MEETING REPRESENTATIVES:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"></td> <td style="width: 40%;">MEETING DATE:</td> </tr> </table>		MEETING DATE:
	MEETING DATE:		
ORGANISATION REPRESENTATIVES:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;"></td> <td style="width: 40%;">MEETING LOCATION:</td> </tr> </table>		MEETING LOCATION:
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MEETING NOTE:

CCF representatives should investigate the complaint raised and assess the following areas as appropriate:

- Governance
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SUMMARY:**RECOMMENDATION:****FURTHER ACTION REQUIRED:**