



Complaints and Reconsideration of Grant Awards

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1. Introduction

1.1 Cumbria Community Foundation (CCF) aims to provide a consistently high level of service. A complaint arises when an applicant, grantee, donor, other person, or organisation is dissatisfied with the service they have received from us. We would hope that in the first instance any concerns or complaints can be dealt with informally with the member of staff concerned. Alternatively, an informal approach may be made to a member of the Senior Leadership Team.

1.2 Complaints may be made about the service received from staff and/or Trustees of CCF.

Please refer to section 5 for grant award decisions.

1.3 If the issue cannot be resolved informally, the procedure for making a formal complaint and how it is dealt with is as follows.

2. What to do if you have a complaint

2.2 Details of the complaint should be sent in writing via post or email to the Chief Executive of CCF unless the complaint concerns the Chief Executive, in which case the complaint should be sent to the Chair of the Foundation.

2.3 Please mark your letter or email as 'Private and Confidential' and send it to the following address:

Cumbria Community Foundation
Dovenby Hall
Dovenby
Cockermouth
Cumbria
CA13 0PN

Emails should be sent to enquiries@cumbriafoundation.org.uk and marked for the attention of the Chief Executive.

2.4 To help us deal with your complaint appropriately, your letter or email should state:

- your contact details
- what your complaint is about
- member(s) of staff or any other people involved
- when the event you are complaining about occurred and if it is still happening
- if you have spoken to anyone at CCF expressing dissatisfaction before making a complaint

3. What will happen when your complaint is received

- 3.2 The letter or email will be acknowledged by a Senior Leadership Team member, normally within 5 working days of receiving it. You will be advised of who is dealing with your complaint and when you may expect a full response.
- 3.3 The person responsible will investigate the complaint; during this process we may contact you for more supporting information or evidence. We will usually respond within 28 working days of first receiving the complaint. We will inform you of any action taken or recommendations for further action. If it is not possible to provide a full response within 28 working days, you will be advised, and an interim response given including details of action still to be taken.

4. What to do if you're still not satisfied

- 4.1 If you as complainant are not satisfied with the response, you may write to the Chair of Cumbria Community Foundation requesting he or she reviews the response.
- 4.2 If the complaint concerns the Chief Executive or if you write under point 4.1 requesting a review of the response, the Chair of CCF will acknowledge receipt of the letter within 10 working days where possible.
- 4.3 The Chair or another member of the Board acting on his/her behalf will carry out an investigation.
- 4.4 The Chair will aim to produce a decision, which is final, within 28 working days of receiving the letter. He/she will notify the person or organisation who complained of the decision and the reason for the decision.
- 4.5 If the complaint concerns the Chair of CCF, then the complaint procedure under point 4.1 will apply and a review of the response will be investigated and made under point 4.2 by the Vice-Chair instead of the Chair, and his/her decision will be final.
- 4.6 If you are not satisfied with the decision, we are regulated by the Charity Commission for England and Wales and further information about how you can complain can be found at gov.uk/complain-about-charity, including any complaints about fundraising that can be reported to the Fundraising Regulator.
- 4.7 Foundation trustees, staff and volunteers may also raise concerns under the Foundation's separate Whistle Blowing Policy.

5. Reconsideration of grants awards

- 5.1 Rejected applications can be reconsidered by a Grants Committee if further relevant information is produced. A reconsideration can be requested by the Applicant for Delegated Decision awards of £2000 and under, and disaster or other awards where staff and/or a small number of Grants Committee members outside a full Grants Committee meetings have made the decision. The application will then go to a Grants Committee for reconsideration.

5.2 The Applicant will be told the date of when their application is to be reconsidered and will be invited to provide any supplementary information they might wish to provide 14 days before that date.

5.3 Decisions made by a Grants Committee are final.