

# COMPLAINTS POLICY

We hope you will be fully satisfied with our services and any advice provided by the Community Foundation in Wales. However, if you have a complaint or would like to raise a concern about our service we would like to hear from you. We can assure you that your concerns will be taken seriously, will be addressed and responded to as quickly as possible.

It is our policy to ensure that complaints and concerns are:

- Recorded
- Dealt with consistently
- Listened to, understood and investigated thoroughly
- Acknowledged speedily
- Addressed within an appropriate, fair and timely manner

It is also our policy to learn from concerns and complaints and to make the recommended changes to practise if and when necessary.

All complaints made against the Foundation and any action taken will be reported to the Board of Trustees at the next Board meeting.

## Who can make a complaint/raise a concern?

Anyone who has been affected by our service can make a complaint or raise a concern to the Community Foundation in Wales. It should be noted that this procedure is NOT an appeal mechanism against the grant decisions by the Foundation's grants panels. Such decisions are final, cannot be challenged by the applicant and are subject to ratification by the Board of Trustees.

## How can a complaint be made?

In the first instance, a concern can be raised:

- In writing – by letter or by email
- In person
- Over the phone

We would encourage anyone who is dissatisfied with our service to contact us to discuss the complaint. Complaints can often be dealt with at this informal stage by talking to the appropriate member of staff. Your concern will be recorded and referred on to the relevant Senior Manager who will work with you to resolve the issue and advise on the next step if appropriate.

If a complaint is of a more serious nature – for example a complaint of nuisance or harassment – please put your concerns in writing to our Chief Executive at the earliest possible opportunity.

Our contact details are as follows:

- Telephone – 02920 379580
- Email – [info@cfiw.org.uk](mailto:info@cfiw.org.uk)
- Address – Community Foundation in Wales, Upper Ground Floor, St. Andrew's House, 24 St. Andrew's Crescent, CARDIFF CF10 3DD

We will acknowledge your complaint/concern within 3 working days of receipt and will formally respond within 3 weeks.

If you are not satisfied with our response you can seek further advice from the Charity Commission ([www.charitycommission.gov.uk](http://www.charitycommission.gov.uk))