

COMPLAINTS POLICY

1.0 Statement of Policy

The NCF welcomes feedback, both positive and negative on the services it provides. These comments are regarded as a useful tool to enable us to review and improve the service we provide.

2.0 What is a complaint?

A complaint arises when a member, service partner (for example the Local Panel or an individual member) or other service recipient is dissatisfied with the service they have received from NCF. The complaints procedure is not a grant appeals process.

3.0 What to do if you have a complaint?

Details should be sent in writing to the Chief Executive Officer, Nina Dauban, unless your complaint concerns the Chief Executive Officer of the NCF in which case you should send your complaint to the Chair of Trustees. Your letter should state

- What the complaint is about
- Member(s) of staff, or governing committee involved
- When the event about which you are complaining occurred and if it is still happening
- What action / remedy would you expect to see as an outcome

4.0 What will happen when your complaint is received?

- You will receive an acknowledgement within five working days (from the date of receipt of the complaint) advising you who is dealing with your complaint and when you may expect a fuller response
- The person responsible will investigate all aspects of your complaint, allowing others involved to make their contribution, possibly returning to you for supporting information or evidence
- They may also seek an independent review by a third party

- A full report, together with details of any action taken or recommendations for further action will be sent to you within the agreed timescale. If it is not possible to provide a full report within this time you will be advised and an interim report given including details of action still to be taken

5.0 What to do if you are still not satisfied?

- If your complaint was sent to the NCF you may ask for your complaint to be reviewed by the Board of Trustees of the NCF. Details of the complaint will, in all cases, be passed to NCF and you will be advised of any response or action resulting
- The decision of the Chair of the Board is final

6.0 Additional information

- The NCF will maintain a complaints register
- This is reviewed annually by the Chief Executive Officer and where appropriate, the Chief Executive Officer will make recommendations for changes in policy or practice

7.0 Reporting compliments or positive stories to us

In addition to complaints, NCF wants to hear positive comments you may have. In particular, we want to know about any particularly significant, positive experiences you have had as a result of being involved with the NCF as a panel member, local stakeholder, grant recipient or beneficiary of a project or activity funded.

Telling us your positive stories will enable other Communities to benefit from any ideas or approaches that have been particularly successful.

Date Adopted	Date Reviewed	Next Review Date*
May 2013	Jan 2021	Jan 2022

* Reviewed annually