

Complaints Handling Procedure

General Purposes

We are committed to providing a positive experience to all our donors, supporters, and service-users. If you are not satisfied with your experience, letting us know will help us to improve our service.

We endeavour to reply to all complaints in writing within two weeks. In cases where this is not possible, we will send a communication acknowledging receipt of your complaint, and advising when you can expect a full response.

If your complaint relates to Safeguarding, please refer to our Safeguarding policy, and direct your enquiry to our designated Safeguarding Officer.

Risks

The risks this policy aims to avoid are:

1. Reputational damage
2. Unsatisfactory experience or harm to stakeholders (employees, deliverers, service users, trustees, or donors)
3. Misconduct by those operating on behalf of the Foundation

General Principles

1. In the first instance, we will aim to deal with complaints informally. If a satisfactory resolution cannot be reached informally, or if the complaint is of a particularly serious nature, the formal complaints procedure will be followed, as outlined below.
2. You have a right to reasonable confidentiality when making your complaint. Please advise us if you wish to keep your complaint anonymous.
3. Personal complaints will never be handled or investigated by the individual about whom they have been made.
4. If a formal personal complaint is made about one of the executive staff, other than the Director, the Director will lead the investigation, and respond to the complaint. Depending on the severity of the accusation, the Board may also be informed of the complaint – this will be at the discretion of the Director.
5. If a formal personal complaint is made about the Director, the Chairman will be informed and a member of the trustee Board will be elected to investigate and respond.
6. If a formal personal complaint is made about one of the Trustees, apart from the Chairman, the matter will be investigated and responded to by the Director and Chairman.
7. If a formal personal complaint is made about the Chairman, the Board will elect one of their number to lead an investigation and respond.

8. This policy and procedure will be subject to annual review.
9. All timescales are indicative, as some matters are more complex than others and we will prioritise being thorough and considered in our response.

Responsibilities

The MCC Foundation recognises itself as having the following responsibilities:

1. To acknowledge all formal complaints in writing
2. To respond and deal with all complaints in a timely, reasonable, and sensitive manner
3. To take corrective action where appropriate and possible

We recognise complainants as having the following responsibilities:

1. To bring their complaint, in writing, to our attention within eight weeks of the issue arising
2. To raise concerns directly with a member of staff, or a trustee
3. To explain the problem as clearly and fully as possible, and to respond promptly to requests for further information
4. To allow the MCC Foundation reasonable time to deal with the matter
5. To accept that some circumstances may be outside of the MCC Foundation's reasonable control

The Procedure

1. All complaints received, whether orally or in writing, will be documented in the Complaints register. The Complaints register will be reviewed biannually, or as often as is necessary, to monitor the Foundation's level of service to its donors and service-users, and to identify areas for improvement.
2. If your complaint relates to safeguarding, we will direct it to the Safeguarding Officer, Paul Bedford (Paul.Bedford@ecb.co.uk). The only exception to this shall be if the complaint is about the Safeguarding Officer, in which case it will be directed to the Foundation's Chairman.
3. If a complaint cannot be resolved informally, it may be escalated for a formal investigation. If an employee is unsure whether an investigation is required, they will consult the Director, who in turn may choose to consult the Board.
By way of guidance, an investigation will be undertaken if:
 - A complaint has been made following injury, or legitimate health and safety concern
 - A complaint has been made due to financial loss
 - A complaint has been made relating to the miss-handling of data
 - There is perceived to be a real and high risk of reputational damage to the Foundation
4. If an investigation is to take place, we will notify you and provide an estimate as to when you can expect a response.

5. If you are unsatisfied with our initial response, you have the right to request a review from our Chairman, by writing to us using the details at the end of this document. Requests for a review will be considered without prejudice by the Board.
6. The results of the investigation and subsequent actions will be recorded in the Complaints Log.

Contact Information

If you have any questions about this policy, or if you wish to make a complaint, please contact us on:

info@mccfoundation.org.uk

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Lord's Ground
London
NW8 8QN

MCC Foundation Chairman
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