



MARJORIE WILLIS

Supporting Young People Through Education

— EDUCATIONAL FOUNDATION —

Draft Complaints Policy & Procedure

This document outlines how the Charity will respond to complaints.

Our aim is to manage and operate the charity legally, ethically and in line with the “7 principles of public life”. We also recognise that mistakes do happen.

Complaints should be made in writing to our postal address or to enquiries@mweef.org.uk

Valid Complaints

We will not respond to anonymous complaints or to repeated complaints that have already been answered.

If a complaint concerns a decision made by the trustees then we will review the decision, but not necessarily change it.

Key Aims

- We will send an acknowledgment within 5 working days of receipt.
- We will provide a full response within 20 working days of the acknowledgement being sent, or if this is not possible we will advise when they are likely to get a response.
- We will try to address all the points of complaint when responding.
- If a complaint relates to a mistake or error on our part, then we will act to correct it as soon as reasonably possible.
- If we need to act to address the problem, we will advise what action is taken and when it will happen.
- We will also advise the individual of the next stage in the process if they remain unhappy with the response

Escalation of complaints

If the complainant is unhappy with the response, then it can be resubmitted to be considered by all Trustees.

If a complaint has been reviewed by all Trustees, then depending on the nature of the complaint, it should be raised with the appropriate regulatory body:

- Fundraising Standards Panel
- Charity Commission
- Information Commissioner’s Office

Record Keeping

In line with our data protection Policy: All records of complaints, copies of correspondence and action taken will be kept on our secure online filing service.