

South Yorkshire Community Foundation **Comments and Complaints Procedure**

1. INTRODUCTION

South Yorkshire Community Foundation (SYCF) is an independent Charity. It works throughout South Yorkshire to support disadvantaged communities and groups by delivering statutory and private funds in the form of grants.

This procedure sets out how you can make a comment or a complaint, either as an individual or on behalf of an organisation. It also sets out how SYCF will deal with complaints. It does not address complaints made by members of SYCF staff, which are covered by the grievance and disciplinary procedures. If you wish to make an appeal against our grants process you should refer to the Appeal Procedure QA Ref 6.2, which sets out how you can make an appeal against the grants process (but not about the decision made by the panel). It also sets out how SYCF will deal with appeals.

2. COMMITMENT TO OUR USERS

We aim to provide a quality service to our service users and anyone else who has contact with SYCF. If we fail to do so, we want to know about it. This will enable us to deal with the specific problem and to avoid it happening again. We recognise that a robust comments and complaints procedure, where people feel free to express their concerns is vital to the health of our organisation.

To ensure our procedure is as accessible as possible, we make the following commitments:

- We will make sure all organisations using our service are aware of this procedure.
- We will publicise this procedure widely.
- We will take all comments and complaints seriously and investigate them thoroughly.
- An independent panel makes approval of grants and we cannot withdraw a grant application, just because someone connected to that organisation has made a complaint.
- All our staff will be made aware of the procedure via induction and training.
- We will analyse all records of comments and complaints regularly and use the results to inform reviews of our service delivery.

3. INFORMAL COMPLAINT

We hope that most complaints can be sorted out through an informal discussion. If you have a problem with any individual connected with SYCF or any aspect of our work, please raise it informally with the member of staff you are working with. If your complaint concerns the person you are working with you should talk to her/his line Manager. To find out whom the person's line manager is please contact the SYCF Chief Executive.

If the problem cannot be resolved informally, or you feel an informal approach is not appropriate, you should make a Formal Complaint.

FORMAL COMPLAINT – LEVEL 1

3.1. How to make a Level 1 Formal Complaint

You should put your complaint in writing to the Chief Executive at SYCF. If your complaint is about the Chief Executive, you should make a Level 2 Formal Complaint.

You can either use our complaints form, copy attached, or write a letter. Please include the following information:

- Your contact details
- The name of your organisation
- The name of the person you are complaining about, if your complaint is about an individual
- The date of any specific incident leading to the complaint
- Details of what we did wrong
- What we can do to put things right

Send your letter or form to:

Chief Executive
South Yorkshire's Community Foundation
Riverside Works
Jessops Riverside
800 Brightside Lane
Sheffield
S9 2RX

3.2. What we will do about it

- We will acknowledge your Level 1 Formal Complaint within 5 working days of receiving it.
- We will investigate your complaint thoroughly. This may include speaking to you and/or to SYCF staff to get further details. The SYCF Chief Executive will be in charge of the investigation, but may delegate to other staff members, if appropriate.
- We will send you a written response within 15 working days of receiving your complaint. This will summarise our investigation and let you know what action, if any, we will take to resolve the matter. If we cannot do this in time, we will write to you to tell you why and when we aim to respond.
- We will keep a record of your complaint and our response on a central file.

4. FORMAL COMPLAINT – LEVEL 2

4.1. How to make a Level 2 Formal Complaint

If you are not happy with our response to a Level 1 Formal Complaint or your complaint is about the SYCF Chief Executive, you should write to the Executive Committee at the address listed at 4.1 above

4.2. What we will do about it

- We will acknowledge your Level 2 Formal Complaint within 5 working days of receiving it.
- The Executive Committee will investigate your complaint thoroughly. This may include speaking to you and/or to SYCF staff to get further details. The Executive Committee will be in charge of the investigation, but may delegate to other staff members, if appropriate.
- We will send you a written response within 15 working days of receiving your Level 2 Formal Complaint. This will summarise our investigation and let you know what action, if any, we will take to resolve the matter. If we cannot do this in time, we will write to you to tell you why and when we aim to respond.
- We will keep a record of your complaint and our response on a central file.

The decision of the Executive Committee is final.



Signed on behalf of the Trustees

Date: 1st September 2016

SYCF COMPLAINTS FORM

Organisation making the complaint	
Name of the person making the complaint	
Address	
Contact Telephone no.	

1. If your complaint is about a specific person, please tell us her/his name

2. If your complaint is about a specific incident, please tell us the date

3. What did SYCF do wrong?

4. What should we do to put things right?

Signature

Name

Date

Please return this form to:

Chief Executive
South Yorkshire Community Foundation
Unit 9 – 12 Riverside Works
Jessop Riverside
800 Brightside Lane
Sheffield
S9 2RX

We will acknowledge receipt of your complaint within 5 working days

Please refer to our Complaints Procedure for details of how we will deal with your complaint.