

Complaints Policy

Issue 2. February 2025



The Margaret Adcock Foundation

Registered Charity Number 1205889
135 Foss Road, Hilton, Derbyshire, DE65 5BJ.

Contact: David Adcock – Trustee
Email info@margaretadcock.org
Phone 07948 549 163

Trustees: David Adcock, Lyn Adcock, Helen Powell.

The Margaret Adcock Foundation is a Charitable Incorporated Organisation governed by a Constitution which established the objects and powers of the charity. The Foundation entered the Register of Charities on 24th November 2023 with Registered Charity Number 1205889.

Complaints Policy

1. Purpose

The Margaret Adcock Foundation values feedback as an opportunity to learn and improve. We are committed to addressing complaints promptly, fairly, and transparently. This policy outlines the process for raising, handling, and resolving complaints.

2. Scope

This policy applies to complaints raised by:

- Beneficiaries of The Margaret Adcock Foundation.
- Donors, supporters, and members of the public.
- Partners, contractors, or other stakeholders.

Complaints can relate to:

- The services we provide.
- The conduct of staff, volunteers, or Trustees.
- Policies, practices, or decisions made by the charity.

3. Principles

The Margaret Adcock Foundation commits to:

1. Treating all complaints seriously and with respect.
2. Resolving complaints promptly and effectively.
3. Ensuring complaints are investigated fairly, impartially, and confidentially.
4. Learning from complaints to improve our services and operations.

4. How to Make a Complaint

4.1 Informal Complaints

We encourage individuals to raise minor issues informally with a relevant staff member or volunteer. Many concerns can be resolved quickly through open dialogue.

4.2 Formal Complaints

If the issue is not resolved informally or is more serious, complaints should be submitted formally. Complaints can be made:

- **In Writing:** Email admin@margaretadcock.org or send a letter to The Margaret Adcock Foundation at 135 Foss Road, Hilton, Derbyshire, DE65 5BJ.
- **By Phone:** Call +44 7948 549 163.
- **In Person:** Request a meeting with the one or more trustees.

4.3 Information to Include

When submitting a complaint, please provide:

- Your name and contact details.
- A clear description of the issue.
- Any relevant dates, locations, or names of individuals involved.
- Any evidence supporting the complaint (e.g., documents, emails).

5. Complaints Process

5.1 Acknowledgment

- We will acknowledge receipt of your complaint within **5 working days**.
- If additional information is required, we will request it at this stage.

5.2 Investigation

- The complaint will be assigned to a relevant person (e.g., Complaints Officer or senior staff member) to investigate.
- The investigation may include:
 - Reviewing documents or records.
 - Speaking to relevant individuals involved.
 - Gathering additional evidence.

5.3 Response

- We aim to provide a full response within **20 working days** of acknowledging the complaint.
- If more time is required, we will inform you of the reason for the delay and provide an updated timeline.
- Our response will outline:
 - The findings of the investigation.
 - Any actions we will take to address the issue.
 - Options for further escalation if you are not satisfied.

6. Escalation Process

If you are not satisfied with our initial response:

1. Stage 1: You can request a review by a senior manager or the Board of Trustees.

- This must be submitted within **10 working days** of receiving our response.
- We will provide a final decision within **20 working days** of the review request.

2. Stage 2: If you remain dissatisfied, you can contact the Charity Commission.

- The Charity Commission will only investigate serious concerns, such as misuse of funds or harm to beneficiaries.
- Contact details: <https://www.gov.uk/government/organisations/charity-commission>

7. Confidentiality

All complaints will be handled confidentially. Information will only be shared with those directly involved in investigating or resolving the complaint. Anonymous complaints may be considered at the discretion of the charity.

8. Recording and Monitoring Complaints

- All complaints will be logged and monitored.
- The log will include:
 - The nature of the complaint.
 - Actions taken to resolve it.
 - The outcome and any follow-up actions.
- Complaints data will be reviewed periodically by the Board of Trustees to identify trends and areas for improvement.

9. Unreasonable or Vexatious Complaints

The Margaret Adcock Foundation is committed to dealing with complaints fairly. However, we reserve the right to:

- Refuse to engage with complaints that are unreasonable, persistent, or vexatious.
- End communication if a complainant is abusive or aggressive.

10. Review and Updates

This Complaints Policy will be reviewed annually by the Board of Trustees or sooner if required by significant changes in law or charity operations.

Approval and Acknowledgment

This policy has been approved by the Board of Trustees. All Trustees, staff, and volunteers must adhere to its principles and procedures.

Approved By:

- Chair of Trustees: D. Adcock _____
- Date: February 2025 _____

Policy Review Date:

- Next Review: November 2025 _____