

Complaints Policy and Procedure

The Trust aims to work in a constructive way with individual and community grant applicants, external organisations and others; however, disagreements may sometimes occur. Most of the time these can be remedied by informal discussions with the people involved, and this is the approach we encourage as a first step, because, in most cases, matters can then be resolved quickly and in a straightforward manner. However, if this is not possible, a formal process is available for handling complaints independently of the person you are dealing with.

This policy also extends to offers of accommodation in the Trust Almshouses.

This policy does not cover complaints from employees, who should refer to the Trust's internal policy on such matters.

The Trust's Complaints Policy:

- Provides a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicises the existence of the Trust's complaints procedure and the ways in which to contact us to make a complaint.
- Ensures that all complaints are investigated fairly and in a timely manner.
- Ensures that complaints are, where possible, resolved satisfactorily for all parties involved.

The Trust will not consider complaints concerning:

- Decisions about whether to award a grant or decline a grant application or to award or decline an offer of almshouse accommodation.
- The amount of grant funding awarded.
- Changes in Trust policies, which are the responsibility of Trustees.
- The activities of grant recipients, which are the responsibility of grant recipients.

How to make a Complaint

If you have a concern which you have been unable to resolve informally, please write to:

The Chief Executive
Sutton Coldfield Charitable Trust
Lingard House
Fox Hollies Road
Sutton Coldfield
B76 2RJ

Complaints must be received in writing and should make it clear that it is a formal complaint.

Once your complaint is received, we will send you an acknowledgement within 6 working days of receiving your complaint. (Please note that the Trust's working days are Tuesday to Thursday)

Complaints will be investigated in confidence, only involving those whose views are necessary to establish what has happened. Further information or evidence may be sought from you as part of an investigation.

A response, detailing any action taken or recommendations for further action, will be sent within 12 working days, unless we have agreed another timescale with you.

If you are not satisfied with the Trust's response to your complaint or if your complaint concerns the Chief Executive, please address your correspondence as 'Confidential' and send to:

The Chair
Sutton Coldfield Charitable Trust
Lingard House
Fox Hollies Road
Sutton Coldfield
B76 2RJ

Your correspondence will be passed to the current Chair of the Board of Trustees for consideration. We will confirm with you any extended time frame for providing our response to your complaint within 15 working days of receipt. The decision of the Chairman is final.

The Trustees may, in some circumstances, vary the complaints procedure for example, to avoid a conflict of interest.