

## Camden Giving Complaints Policy

**Next review date:** September 2022

### 1. Purpose

1.1 Camden Giving take any complaints we receive very seriously. We encourage people to bring it to our attention if they have any grievances to raise regarding matters where it's considered we have:

- Failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided an unfair service

### 2. The Policy in Practice

2.1 If you would like to submit a complaint, please email [director@camdengiving.org.uk](mailto:director@camdengiving.org.uk). If the subject of the complaint is the Director, you should email admin [@camdengiving.org.uk](mailto:@camdengiving.org.uk) and an appropriate member of staff or Trustee will respond.

2.2 The complaint should include the complainant's name and address, the nature and date of the complaint and how they want to see it resolved. The complaint will be logged on our complaints register.

2.3 Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

### 3. Stage One

3.1 Camden Giving take a first point resolution approach to complaints and will try and resolve the complaint and/or find a suitable solution in the first instance.

3.2 The complaint will be reviewed in a timely matter and we will aim to respond with an acknowledgement within 5 working days of receipt of a complaint. If we need to escalate a complaint to our Trustees, we will inform you of this, but it may take longer to respond to your complaint.

3.3 Complaints will be fully investigated, and a written response provided to the complainant within ten working days by the investigator outlining the outcome of any investigation any recommendations/remedies/actions made, where appropriate.

3.4 All complaints and feedback are brought to our Trustees quarterly to review and discuss to ensure they are monitored and considered in order to improve our services.

### 4. Appeal

4.1 If the complaint cannot be resolved to the complainant's satisfaction at Stage One, or if the manager feels that the complaint is of a very serious nature, then it will be referred to the Trustees.

4.2 If the complaint is about the Director then the matter will be discussed with two Trustees.

4.3 The Director and/or Trustees will acknowledge receipt within three working days, they will review the complaint recommend one of the following actions within ten working days (from the date the complainant stated they wanted to take the complaint to an appeal):

1. Uphold the action taken in Stage One
2. Make changes to the Stage One recommendation/actions

4.4 The complainant should be informed in writing of the outcome of the appeal, the decision reached about this complaint will then be final but other options available to the complainant (as listed below) should be detailed in the letter.

4.5 If after Camden Giving has been through Stage One and the appeals process and the complainant is still not satisfied with the result, they should be advised that there is no further right of appeal but they could approach any of the following agencies for advice within one month of receiving the outcome from the appeal.:

- A solicitor
- Citizens Advice Bureau

## **5. Complaints about grant decisions**

5.1 Camden Giving is an independent funder and our funding decisions are made by independent community members who have lived experience of the issues we seek to address.

5.2 Our funds are usually oversubscribed, and it is with much sadness that we can't support every organisation and person doing good work in Camden. Camden Giving staff and Trustees do not make decisions on funding and they are all committed to respecting the decisions made by our independent community panels, therefore decisions made by community panels are always final. All panellists are provided with training and contextual information before awarding grants.

### **How do I appeal a decision made by the grants panel?**

Decisions made by the grants panel are final and Camden Giving staff usually offer a feedback phonecall to unsuccessful applicants. However you can give us feedback on how we can make grants more accessible by emailing [director@camdengiving.org.uk](mailto:director@camdengiving.org.uk). We encourage unsuccessful applicants to reapply for other grants we have available and will always offer you a phonecall to discuss this.

### **How can I share my thoughts on improving Camden Giving?**

We would love to hear your thoughts on how Camden Giving can help to make Camden a fairer place to live and work. To discuss your ideas please contact [admin@camdengiving.org.uk](mailto:admin@camdengiving.org.uk) or complete the feedback form on our website [here](#).

## **Related Policies**

### **➤ Respect for Camden Giving Staff**

The wellbeing of our staff, panellists, volunteers and trustees are a key priority and we will not tolerate disrespectful conduct including; actions or comments that brings Camden Giving or it's staff into disrepute; persistently making the same complaint, despite the matter having been fully

addressed / investigated; communication to Camden Giving staff that is considered negative, critical and discourteous; devaluing the work of Camden Giving and our community panellists.

Camden Giving Staff, Volunteers and Trustees have the right to be treated with respect whilst at work. Incidents where staff do not feel they are being treated with respect are escalated to the Trustees who may take the decisions not to accept future applications from the associated organisations in future.

➤ **GDPR Policy**

Please refer to our privacy notice on our website if you have complaint if our data collection or use of information is considered unfair, misleading or inappropriate.