



COMPLAINTS HANDLING POLICY

At The King's Foundation, we are committed to managing complaints in relation to the services and facilities provided by the charity and to provide information about how complaints are managed, responded to, and learned from.

It is recognised that occasionally service users, volunteers, donors, other stakeholders, and their representatives may be dissatisfied or concerned with something related to the Foundation or the services or facilities it provides, and it is hoped that any such occurrences can be reconciled in the first instance between the parties concerned.

If not, any complaint will be managed promptly, thoroughly, impartially, and sympathetically. All complaints will be dealt with in strict confidence. This policy sets out how we will respond to, investigate and / or resolve a complaint and ensure that learning/s are acted upon and where necessary procedures revised and implemented to avoid further complaints in the future.

The policy aims to addressing complainants' needs, by:

- providing a fair complaints procedure which is clear and easy to use
- ensuring the Foundation's complaints procedure is freely available so that people know how to make a complaint and how it will be dealt with
- ensuring the complainant understands that their concerns will be investigated, and they will be informed of the findings of that investigation
- ensuring that all complaints are investigated, where necessary, in a timely manner
- making sure that all complaints are, wherever possible, resolved quickly, fairly, and effectively and relationships repaired
- that the Foundation will learn from complaints as well as positive feedback and apply those lessons whilst also learning from and sharing best practice.

Making a complaint

An external complaint can be made using the following contact details:

By telephone: +44(0)1290 425959
By email: complaints@kings-foundation.org
By post: Dumfries House, Cumnock, KA18 2NJ

Complaints can be communicated to the Foundation by any channel including telephone, mail, email, social media or in person. All complaints will be recorded once received.

Responding to a complaint

Unless the complaint can be immediately resolved, the investigating officer will write to the complainant to acknowledge the complaint no later than five working days after the day the complaint is received and will detail the following, usually in writing:

- Handling of the complaint
- Timescales for responding
- Methodology of the investigation
- How you will be informed of the outcome of the investigation

The investigating officer will investigate the complaint and issue a formal response within 20 working days of the complaint being received. The investigating officer will capture relevant information about the case and ensure this is accurately recorded, including any necessary data collection. Once the investigating officer has concluded the report, a summary of the findings, the outcome and learnings will be sent to you, including information on the next stages of the complaint's procedure should the you wish to take matters further (this includes review stages within the organisation with final consideration by Chair of the Board),

However, you may contact the Office of the Scottish Charity Regulator or other external regulatory body if you are not satisfied with the response received.

Numbers of complaints and time taken to resolve will be monitored, from the complaint log record, alongside a review of the subject matter of complaints received in a reporting period to ensure organisational learning and any patterns in complaints are fully responded to and resolved.