

Complaints Policy

1. Introduction

At Cheshire Community Foundation, we are committed to providing the highest standard of service. However, if you are dissatisfied with any aspect of our work, we welcome your feedback and will address your concerns promptly and fairly.

2. How to Make a Complaint

Initial Complaint

Submission: All complaints should be submitted in writing and addressed to the Chief Executive Officer (CEO). Please include as much detail as possible, such as the nature of the complaint, relevant dates, times, and any supporting documents or correspondence.

Acknowledgment: We will acknowledge receipt of your complaint within five working days.

Investigation: The CEO will investigate the complaint thoroughly.

Response: You will receive a written response within 28 working days from the date we receive your complaint.

Escalation to the Chair of the Board of Trustees

When to Escalate: If you are not satisfied with the response from the CEO, or if your complaint involves the CEO and you feel unable to address it to them directly, you may escalate the complaint to the Chair of the Board of Trustees.

Submission: Send your written complaint to the Chair. Receipt of your complaint will be acknowledged within ten working days.

Investigation: The Chair, or a designated Trustee, will conduct an independent investigation.

Response: A final decision will be communicated to you within 28 working days, with a detailed explanation of the conclusions and reasoning.

Further Appeal

Finality: The decision of the Chair of the Board of Trustees is final. All responses and decisions will be documented and communicated to the Chair.

3. Special Cases

Complaint Against the Chair of Trustees: If your complaint is against the Chair, address it to the Honorary President for investigation.

4. Monitoring and Improvement

Documentation: All complaints and responses will be documented.

Review: Complaints are reviewed regularly as part of our quality improvement process to ensure we continually enhance our services.

5. Review Schedule

Last Updated: September 2024
Next Review: Due in 2026