

Dated

2023

Complaints Policy

DE REUS FOUNDATION

A registered charity in England and Wales (number 1204215)

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1. COMPLAINT POLICY

- 1.1 To continue to improve our service the De Reus Foundation (**Charity**) we always listen and respond to the views of our customers, visitors and users wherever possible. The Charity will respond positively to complaints to resolve any errors as quickly and fairly as possible by taking appropriate action.
- 1.2 Of course, we hope to meet customers' expectation, but the Charity accepts genuine concerns can arise and we invite and encourage users to bring these to our attention and at an early opportunity. This way, we can take steps, where required, to remedy the issue as soon as possible.
- 1.3 This policy is non-contractual and the Charity may amend it at any time.

2. DEFINITIONS

- 2.1 **Child/ Children:** as defined in the Children's Acts 1989 and 2004, is anyone who has not yet reached their eighteenth birthday. Until a person has reached their eighteenth birthday, they are the legal responsibility of their parents/ carers, even if that person is not present.
- 2.2 **DPA:** Data Protection Act 2018
- 2.3 **Gallery:** refers to Gallery V of 13 St Johns St, Cambridge CB2 1TW
- 2.4 **Staff Member:** anyone who is directly employed by the Charity including volunteers or freelance contractors.
- 2.5 **Vulnerable Adult:** a person aged 18 or over who may need community care services because of a disability (mental or other), age, or illness. A person is also considered vulnerable if they are unable to look after themselves, protect themselves from harm or exploitation or are unable to report abuse.

3. INFORMAL COMPLAINT

- 3.1 Should you have a concern then we would ask you to raise this with a Staff Member at the time as they should be able to assist you and hopefully resolve the issue(s) there and then. If, however, this isn't possible, Staff Members will take a detailed note of your complaint, your contact details and pass the details to Samantha De Reus and will thereafter be dealt with in accordance with the Formal Complaint process, below.
- 3.2 You will be provided with a copy of this Complaint policy upon request and in any event if you opt to make a formal complaint. You will need to provide an email or postal address for the purposes of sending a copy of the policy to you.

4. FORMAL COMPLAINT

4.1 You can make a complaint to the Charity in any of the following ways:

4.1.1 In writing to: Complaints 13 St Johns St, Cambridge CB2 1TW

4.1.2 By email to: samanthadereus270@gmail.com

4.1.3 In person: directly to Staff Members when attending an office or establishment of the Charity.

4.2 What to include

4.3 To help resolve the complaint as quickly and effectively as possible, you should include the following:

4.3.1 Your name, organisation (if relevant), address, telephone number and e-mail. Our preferred mode of communication is by email so please do indicate whether you would prefer another form of communication.

4.3.2 As much information as possible about the issue(s) including: what happened, where, when (date/time), who was present and any action taken, and by whom (if you know names please include them).

4.3.3 What, in your view, was inadequate.

4.3.4 What action you would like to see to resolve the issue(s) to your satisfaction.

4.4 How we will respond

4.5 We will review your complaint and identify the issues to be investigated. A trustee will undertake a reasonable investigation and they may need to contact you during this process. As such, your cooperation will be needed to ensure a thorough investigation can be conducted. If necessary, specialist advice will be sought.

4.6 Within 10 working days of receiving a formal complaint we will send you either:

4.6.1 A final response; or

4.6.2 An interim response confirming we are not yet able to give our final response and explain the delay. We will provide an estimate as to when the investigation will be completed.

4.7 At the conclusion of the investigation and after the Charity has taken any necessary agreed action, we will provide our final complaint response. This will include:

4.7.1 A summary describing the complaint made and individual issues raised;

- 4.7.2 The steps taken during the investigation to consider the issues and the findings from that investigation addressing each issue separately, if appropriate;
- 4.7.3 Set out any actions, if any, taken as a result of the investigation; and
- 4.7.4 Include details on who to write an appeal to should you wish to.

4.8 Appeal Process

- 4.9 Following receipt of the final outcome, you can appeal the decision if you are still not happy. Appeals must be received within 14 working days of receipt of our final response.
- 4.10 Your appeal should be in writing and will be reviewed by a different trustee whose details will be confirmed to you. You should set out the nature of your appeal to include reasons why you remain dissatisfied. It would be useful to include your suggested outcome/ actions.
- 4.11 Your appeal will be reviewed and if thought necessary further investigations will be carried out. The appeal will be dealt with as soon as reasonably practicable, but we aim to complete the appeal process within 28 days. The outcome will be communicated to you in writing. This is the final stage of the complaint process, and the appeal decision is final.
- 4.12 The outcome may be that the Charity reviews or changes a decision, or it may be that the complaint is not supported or upheld. This could be because we have investigated the complaint and no fault was found or that the service has been modified to reflect the complaint and no further action needs to be taken.

5. EXTERNAL BODIES

- 5.1 You may wish to consider contacting the Charity Commission or the Health and Safety Executive outside of this complaint process.

6. CONFIDENTIALITY

Any complaint or associate communication will be treated as confidential and subject to compliance with the DPA and our data privacy policy.

7. VERSION

- 7.1 Policy dated November 2023