

## Sussex Community Foundation Complaints Procedure

Sussex Community Foundation aims to provide the best possible service to individuals and organisations within the communities of Sussex.

However, we recognise that from time to time, users of our services may feel that the quality or level of service is less than they could reasonably expect.

We greatly value your continued custom and good-will and, therefore, if you have a complaint, we would like to hear about it.

### **If you wish to make a complaint, this is what you should do:**

1. Send your complaint in writing (e.g. letter, fax or e-mail) or other recorded form (e.g. audio tape) to the Chief Executive, who will write back within 14 days to say that it has been received. (If your complaint involves the Chief Executive, send your complaint to the Chair of the Board of Trustees, who will look into it instead of the Chief Executive).
2. The Chief Executive will discuss the complaint with the Chair of the Board\* of Trustees and together, they will look into the circumstances leading to the complaint. If the complaint involves the Chair, the Chief Executive will discuss with another member of the Board of Trustees.
3. The Chief Executive will write to you within a reasonable time (normally 21 days) and tell you what he found out, whether he feels your complaint was justified and, if so, what has been done to put things right.
4. Where appropriate, the Chair of the Board of Trustees, on behalf of Sussex Community Foundation, will send you a written apology.
5. If you are not satisfied, you have the right to appeal. You will be invited to a meeting to put your case personally, to the Chair and two members of the Board of Trustees. After hearing what you have to say, they will decide what to do about the complaint.
6. If you are still not satisfied, you can contact the Charity Commission at *St Alban's House, 57/60 Haymarket, London, SW1Y 4QX, Telephone 0207 210 4477*
7. The Chief Executive will regularly give the Board of Trustees information about how many complaints have been received, what they involved and what was done about them.

\* the Board of Trustees may delegate another trustee or group of trustees to investigate complaints on behalf of the chair.

### **Please contact Sussex Community Foundation at:**

15 Western Road Lewes BN7 1RL

Tel 01273 409440

Email: [Kevin.Richmond@sussexgiving.org.uk](mailto:Kevin.Richmond@sussexgiving.org.uk)