St Luke's College Foundation

(A Charitable Incorporated Organisation)

Charity 1215436

Complaints Policy & Procedures

At June 2026 (v 2.0)

Contents:

1. About this policy 2
2. Complaints and Grievances 2
3. Policy and Procedures 2
3.1 Informal Complaints 2
3.2 Formal Complaints 3
3.3 Wider action 3
3.4 Anonymous Complaints 4
3.5 Potential Compensation Claims 4
3.6 Confidentiality 4
3.7 Availability 4

1. About this policy

1.1 Whilst the Foundation will make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring this to the Foundation's attention. The Foundation will take all reasonable steps to resolve the situation, in everyone's best interests.

1.2 This policy applies to all trustees, volunteers, employees, contractors, and third-parties who deal with the Foundation, including award-holders.

1.3 For very serious concerns, such as individual's safety being placed at immediate risk, take such action as is appropriate. For example, by calling the emergency services.

2. Complaints and Grievances

A **complaint** is a written or verbal expression of dissatisfaction or disquiet about an action, or lack of action by a person acting on behalf of the Foundation, or about the policies and procedures of the Foundation. When the complaint is made by someone who is deployed by the Foundation, whether paid (e.g. an Anglican Chaplaincy Team employee or an employee in an Administrative role), or holding an unremunerated office (e.g. a Trustee), it is usually referred to as a **grievance**.

A complaint or a grievance may include **an allegation** that a person has behaved in an unacceptable way.

This policy is only concerned with complaints. The Foundation has a separate policy for responding to grievances. It also has a separate policy addressing complaints of bullying and harassment.

3. Policy and Procedures

3.1 Informal Complaints

Anyone who has a concern should initially raise this with the Foundation's Director at the time, as this enables the Foundation to respond and deal with an issue quickly.

The Foundation will seek to resolve the concern and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If unable to, the Director will make a note of:

- The complainant's name and contact details, unless he/she is unwilling to provide these.
- The nature of his/her concern and anything that he/she wished to be done about it.
- The circumstances surrounding the complaint, including when, where any action that was taken and the details of others who were present/involved.

The Director will then advise the complainant that their concern will be passed to the trustees.

3.2 Formal Complaints

Where an individual wishes to make a formal complaint, he/she should be provided with the e mail address of the nominated lead trustee for complaints (which is the Vice Chair of Trustees) and/or our registered address, as they wish. Correspondence should be marked private and confidential. He or she should be provided with a copy of this policy by post or e mail.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and e mail. (If you do not wish to be contacted in a particular way, please let us know and the Foundation will of course respect this).
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

Receipt will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the nominated trustee will contact the person complaining to request this.

A response will be sent within 21 working days. If this is not possible, a holding reply will be sent after 21 days advising when the Foundation estimates the investigation will be completed. The complaint response will explain our findings and what action the Foundation will be taking/has taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the Chair of Trustees, the contact details of whom will included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

3.3 Wider action

Irrespective of the outcome of any complaint, the Foundation will consider if there is any requirement in respect of wider action and/or statutory reporting to the Charity Commission, H&SW Executive, other regulator, or the Police.

Consideration will also to be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

3.4 Anonymous Complaints

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in the Foundation's work, even incidentally, has a right to complain and the Foundation will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and his or her contact details. This will also allow us to advise him or her of the outcome.

3.5 Potential Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, the Foundation's insurers are to be notified.

3.6 Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

3.7 Availability

This policy is to be made publicly available and given to anyone who advises that he/she wishes to submit a compliant.

Date of next review: June 2028