Complaints Policy

1. **Our policy is:**

* To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* To make sure that all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to learn and improve what we do

1. **Submitting a complaint**

We set ourselves high standards in how we operate, but if you feel that we have not met your expectations and wish to make a complaint, please submit it in writing to: [information@phf.org.uk](mailto:information@phf.org.uk)

Or by mail to:  
Paul Hamlyn Foundation

5-11 Leeke Street

London

WC1X 9HY

Any complaints relating to data protection should be submitted to [dataprotection@phf.org.uk](mailto:dataprotection@phf.org.uk)

1. **Confidentiality**

All complaints will be handled sensitively by our Senior Leadership Team, sharing information only with those who need to know and following relevant data protection requirements. (Depending on who is concerned and what is appropriate, staff as well as trustees can be involved at this early stage.)

1. **Resolving complaints**

Stage One

We will acknowledge receipt of your complaint and share it with our Senior Leadership Team within one week.

We will let you know who is dealing with the complaint and when you can expect a response. Where possible, a complaint will be resolved directly with the person responsible for the issue being complained about.

We expect to provide a definitive response within four weeks. If this is not

possible because, for example, an investigation has not been fully completed, a

progress report will be sent with an indication of when a full response will be given.

Our response will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If you feel that your complaint has not been satisfactorily resolved at Stage

One, you can request that the complaint is reviewed at a higher level. At this stage, the

complaint will be passed to the Chief Executive.

The Chief Executive may investigate the facts of the case themselves or delegate a senior member of staff to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they will be informed and given a

further opportunity to respond.

We aim to respond to Stage Two complaints within six weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, our response will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

1. **Monitoring and learning from complaints**

Complaints are reviewed annually by the Senior Leadership Team to identify any trends which may indicate a need to take further action.

**February 2021**