**Complaints about Paul Hamlyn Foundation from people outside our organisation**

At Paul Hamlyn Foundation we set ourselves high standards and want to work in an open and accountable way which builds the trust and respect of those we work with.

We take complaints seriously and treat them as an opportunity to develop and we want to hear from people who are willing to take the time to help us improve.

The Foundation considers a complaint to be a statement that something is wrong or not good enough in the opinion of the person making the complaint. It may not always be clear when someone is making a complaint and the word may never be used, but where someone raises concern or dissatisfaction about our service, we will treat it as a complaint.

**1. Our policy is:**

• To provide a fair complaints procedure which is clear, accessible and easy to use

• To make sure that all complaints are investigated fairly and in a timely way

• To make sure that complaints are resolved, and, wherever possible, that relationships are repaired

• To gather information which helps us to learn and improve what we do

Where a complaint relates to an individual or organisation that we fund, our policy is to consider whether the complaint relates to a potential breach of the grant’s terms and conditions. If you have a concern about an organisation receiving funding from Paul Hamlyn Foundation, please see our guidance about how to raise your concern [here](https://www.phf.org.uk/wp-content/uploads/2024/01/Raising-a-concern-about-an-organisation-receiving-funding-from-Paul-Hamlyn-Foundation.docx).

**2. Submitting a complaint**

If we have not met your expectations and wish to make a complaint, if possible please submit it in writing to: information@phf.org.uk. You should provide as much information about your complaint as you feel able. If you experience or anticipate any barriers to raising a complaint, please contact us for information on the type of access support we can provide.

Or by mail to:

Paul Hamlyn Foundation

5-11 Leeke Street

London

WC1X 9HY

**3. Confidentiality**

All complaints will be handled sensitively by our Team, sharing information only with those who need to know and following relevant data protection requirements.

**4. Resolving complaints**

**Stage One**

We will acknowledge receipt of your complaint in writing within five working days.

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 believe that your complaint has not been satisfactorily resolved at Stage One, you can request that the complaint is reviewed at a higher level. You must do this within four weeks of receiving the stage one response. At this stage, the complaint will be passed to the Chair, Board of Trustees who assumes responsibility for the review of the complaint.

Depending on whether the complaint relates to the direct work of the Foundation or about an external partner will inform the Chair about who is best to investigate at stage two. The Chair may investigate the facts of the case themselves, delegate a suitably senior person to do so (in practice usually the Chief Executive) or may appoint someone suitably qualified who is external to the Foundation. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

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.

**5. Monitoring and learning from complaints**

Complaints are reviewed regularly by the Senior Leadership Team and summary information is shared with the Board of Trustees to identify any trends which may indicate a need to take further action.

This Policy was last reviewed: December 2023