

Complaints Procedure

The National Benevolent Charity is committed to providing a good service to all we support or work with. We listen and respond to people's views so that we can continue to improve our service. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

How we respond to different complaints

1. Complaints in relation to a decision of a grant application or award.

Our grant policy is to award grants based on all the available information and in good faith. The budget we have available at the time of decision will also be a factor in some decisions. Consequently, our decision to award or not to award and the value of the award is our decision alone and is not subject to complaint by the applicant or referrer. Consequently, there is no appeals basis in these circumstances.

2. Complaints about the way the Charity has conducted its affairs.

Process

Stage 1: Contact us

The first step is to talk to a member of the Charity's staff. This can be done quite informally, by telephone.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly.

We will try to resolve the problem on the spot if we can. If we cannot do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days, or we will make some other arrangement acceptable to you.

Stage 2: Taking your complaint further

We hope you will only feel the need to make a formal complaint as a last resort and that you will speak to the person dealing with the matter first. However, if you are still unhappy, the next step is to put your complaint in writing to the Chief Executive, setting out the details, explaining what you think went wrong and what you feel would put things right (the exception to this is where the complaint involves the Chief Executive in which case you will need to put your complaint in writing to the Chair of Trustees). Once the Chief Executive receives a written complaint, it will be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated, such as

where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Stage 3: Process Review

If you are not satisfied with the Chief Executive's response, your complaint will be forwarded to the Chair of Trustees. They will not re-investigate your complaint but will review the process and the outcome of Stage 2. They will only assess whether your complaint has been managed in a fair way. The Trustees will let you know within seven working days that your information has been received and tell you when to expect a full response from them.

There is no appeal against the decision of the Trustees as they bear the legal responsibility for the control of the Charity's affairs.

Approval and Review

The Trustees of the National Benevolent Charity prepared this Complaints policy to provide a framework for the management of complaints. It will be reviewed annually to ensure its continuing appropriateness.

Version 1

First Review June 2022

Next Review June 2023