

The Knapp Foundation
Registered Charity Number: 1200294

Complaints Policy

Purpose

1. The Knapp Foundation aims to provide Trustees, staff and beneficiaries of the charity with the best possible service. We nonetheless recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.
2. We would expect normally to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, we would therefore expect you to raise any complaint directly with the member of staff or Trustee concerned.
3. The more formal procedure outlined below is intended for use where informal communication has not resolved the problem. This policy is subject to review every three years or to reflect changes in legislation or in the light of experience.

Making a complaint

4. A formal complaint should be made either in person, or by telephone, fax, letter or email to the Chairman who will acknowledge receipt in writing within ten working days. If the complaint is about the Chairman the complaint should be addressed to another Trustee and marked '*confidential*'. At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

Dealing with a complaint

5. The Chairman or other Trustee will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair or other Trustee will agree any necessary further action with the complainant.
6. The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustees.
7. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.
8. The Chairman or relevant Trustee will keep the Trustee Board informed of the number and nature of complaints, and the outcomes, at least annually.

Adopted by a meeting of the Trustees on 1st February 2023