

| | |
|-------------------------------|--|
| Policy | Complaints & Concerns Policy |
| Author/Policy Contact | CEO |
| Sign off | SMT |
| Approval required | Finance, Resources & Risk Committee/Board |
| Date | March 2024 |
| Next Review date | February 2026 |
| Reason for update/key updates | Expand to ensure the policy includes greater clarity on types of complaints LCF will investigate |

Complaints and Concerns Policy

The London Community Foundation (LCF) is committed to providing a quality service and achieving the highest standards of conduct.

If you are dissatisfied with the conduct, standard of service, actions, or lack of action by the LCF or any of its staff then you can **make a complaint**.

You can also **raise a concern** about an organisation which has funding from us or is applying for funding.

1. Raising a Complaint:

We are committed to:

- Making a complaint as straightforward as possible.
- Treating your complaint as a clear expression of dissatisfaction with our service which calls for a response.
- Treating your complaint seriously whether it is made in person, by telephone, by letter, or by e-mail.
- Dealing with your complaint promptly and politely.
- Not treating you or any complainant less favourably on the basis of their gender, sexual orientation, race or ethnicity, disability or religion or belief or as a consequence of having made a complaint.
- Responding in the right way - for example, with an explanation, or an apology where we have made mistakes, or information on any action taken etc.
- Learning from complaints and use them to improve our service.

Before making a complaint or raising a concern

If you have a problem you would like to discuss, we're happy to speak to you directly. Please call us on 020 7582 5117. We recommend that in the first instance you speak with the member of the LCF team you have been dealing with (e.g., about your grant or your fund). They will try to sort out the problem as quickly as possible - mistakes and misunderstandings can often be sorted out immediately and informally.

What can you complain or raise a concern about?

Some examples of the type of complaint we can investigate are shown below:

- You can complain about poor service, which may include concerns about delay, discourtesy or a failure to follow proper procedures
- Unprofessional conduct
- The use of racist, sexist or offensive language
- Failure to declare a potential conflict of interest
- Bullying or rudeness

What can't you complain about?

- LCF's policy cannot be used to request a review or change in a grant making decision. Grant award decisions are final and will not be revisited or overturned, unless there is clear evidence provided that in committing a grant, LCF has breached its [Core Eligibility Criteria](#) or Procedures for the specific fund or programme you have applied for.
- Complaints made outside of LCF's eligible time period (See: When you should make a Complaint).

If you are raising a concern about an organisation that has - or is applying for - funding from LCF, please see the **Raising a Concern Section** below.

When should you make a complaint?

A complaint should be made as soon as possible when the issues are still fresh in everyone's minds. The later a complaint is made, the more difficult it will be to investigate. Formal complaints must be made within 6 weeks of the matter you wish to complain about. LCF reserves the right not to investigate complaints made after this period.

How to make a complaint

- complaints should be made in writing and emailed to: complaints@londoncf.org.uk
- you will need to provide:
 - your full name
 - organisation name (if applicable)
- full contact details
- please provide as much background as possible so we can fully understand your position.
- if you have additional requirements, we can help to make the complaint process easier for us (for example, large print documents or emails). Please let us know when making the complaint and we will do our best to support you.
- LCF will do its utmost to respect the confidentiality of a complainant where requested. This means that we reserve the right not to respond to anonymous complaints.