



## Complaints Procedure

### 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 publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure that everyone at John Lyon's Charity knows what to do if a complaint is received
- 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.

### 2. Where complaints come from:

Complaints may come from:

- Applicant organisations
- Grantees
- Former grantees
- Suppliers
- Contractors

This policy does not cover complaints from staff, who should use the appropriate procedures in the Staff Handbook (e.g. Bullying & Harassment, Disciplinary, Grievance, Misrepresentation & Duty of Care, Safeguarding, Whistleblowing etc.)

Any data protection complaint (or query) needs to be submitted to the data protection leads at John Lyon's Charity: the Chief Executive (Dr Lynne Guyton) and Finance Director (Lloyd Gay).

### 3. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### 4. Responsibility

Overall responsibility for this policy and its implementation lies with the Senior Leadership Team (Chief Executive Officer, Grants Director, Finance Director, Senior Grants & Communications Manager, Senior Grants & Public Policy Manager and Senior Grants Manager).

### 5. Procedure

Complaints should be encouraged to be sent in writing to John Lyon's Charity – Savoy Strand, 105 Strand, London, WC2R 0AA or by email at [info@jlc.london](mailto:info@jlc.london)

### 6. Receiving Complaints



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Complaints received by telephone or in person will be encouraged, where possible, to send in their complaint in writing.

The person who receives a complaint via a phone call or in person should:

- Write down the facts of the complaint as soon as possible after the event
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to John Lyon's Charity
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where possible/appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### 7. Resolving complaints

#### *Stage One*

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to a member of the **Senior Leadership Team** within one week.

Complaints should be acknowledged by the person handling the complaint within two weeks. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally, complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should contain the following:

- A description of the action taken to investigate the complaint
- The conclusions from the investigation
- Any action taken as a result of the complaint.

#### *Stage Two*

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they 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 suitably senior person to do so. This may involve reviewing the paperwork of the case or speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally, complainants should receive a definitive reply **within six weeks**. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an



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indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should 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.

### **8. 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.