

Complaints Policy – The Grace Trust

Purpose

The Grace Trust is committed to delivering a high-quality and transparent service. We welcome all feedback and regard complaints as an important mechanism for learning and continuous improvement. Our aim is to ensure that all complaints are handled promptly, fairly, and confidentially.

- We provide a clear and accessible complaints procedure.
- We make our complaints process publicly available so individuals know how to contact us.
- We ensure all members of The Grace Trust team understand the procedure and their responsibilities.

Scope

Applicants, grant holders, suppliers, contractors, and other stakeholders may raise concerns or issues with The Grace Trust. Many matters can be resolved informally as part of our ongoing engagement, without requiring use of this formal procedure.

This policy applies to complaints raised by external parties regarding the actions or decisions of The Grace Trust, including trustees, employees, volunteers, and representatives.

This policy does not apply to complaints raised by employees who should follow the organisation's Disciplinary and Grievance Procedures. It also excludes complaints relating to legal proceedings, formal investigations, or matters concerning independent partner organisations.

Complaints Relating to Other Organisations

This policy covers complaints regarding The Grace Trust only. If a concern relates to an organisation funded by, or working in partnership with, The Grace Trust, complainants should contact that organisation directly and follow its complaints process.

The Grace Trust may consider information provided about partner organisations; however, such information will not normally be treated as a formal complaint under this policy.

How to Make a Complaint

The complaints process is outlined on our website at www.thegracetrust.org.uk. Complaints may be submitted in any of the following ways:

- Through the online "Contact Us" portal on our website.

- By email to enquiries@thegracetrust.org.uk.
- In writing to: The Grace Trust, Noble House, Eaton Road, Hemel Hempstead, Herts, HP2 7UB.

Team members will encourage individuals making verbal complaints to submit them in writing through one of the methods above. If the complainant insists on maintaining verbal communication, The Grace Trust will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to The Grace Trust (for example: supporter, donor, beneficiary charity, member of the public)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take

Groundless Complaints

The Grace Trust reserves the right to deem a complaint vexatious. Examples include complaints that are obsessive, persistent, harassing, repetitious, offensive, abusive, or that use aggressive or discriminatory language. Such complaints may not be responded to and not considered within this policy.

Procedure and Timelines

- Complaints will be acknowledged within five working days of receipt, with confirmation of next steps and the Complaints Policy sent.
- An investigation will be conducted by a senior team member or trustee who has had no prior involvement in the matter.
- A full written response will be issued within 20 working days. If more time is required, the complainant will be notified with a revised timescale.
- The outcome will detail findings, any corrective actions, information on escalation routes, and—where appropriate—an apology.

All complaints will be recorded securely, handled in accordance with data-protection requirements, and reviewed at the next available Trustee Board meeting. Records will be monitored for recurring themes that may warrant further action.

Escalation and Appeal

If a complainant is dissatisfied with the outcome, they may request a review by the Chair of Trustees (or senior trustee if Chair has had prior involvement) within seven working days of receiving the response. The appeal/escalation will be acknowledged within 5 working

days of receipt. The Chair (or senior trustee) will conduct an independent review and issue a final decision within 20 working days of the appeal being received.

External Redress

If the complainant remains dissatisfied, they may contact the relevant external body:

- Fundraising concerns: The Fundraising Regulator [Complaints-handling-guidance.pdf](#)
- General or governance concerns: The Charity Commission [Complaints procedure - The Charity Commission - GOV.UK](#)

Confidentiality and Record-Keeping

All complaints will be handled sensitively and in compliance with data-protection legislation. Complaint records are retained to support service improvement and transparency.