



Complaints Policy and Procedure

Policy Statement

Spirit of 2012 is committed to acting fairly and to giving the best service possible. However, we recognise that this may not always happen and you may wish to make a complaint.

Making a complaint will not affect your chances of receiving a grant from us in the future.

This Policy is applicable for third party organisations and individuals not working for Spirit of 2012. Staff should refer to the relevant staff processes, for example, the Grievance Procedure.

Making a complaint

1. Please use this procedure to make a complaint.

If you have any particular communication needs or need information in other languages or in another format, please contact us using the contact details in 'Getting in touch' at the end of the document.

Please note that 'Spirit' or 'we' refers to all members of the Spirit executive team and Board.

What can I complain about?

2. You can complain if you think that:
 - ✚ Maladministration has taken place (for example, if we have delayed, made mistakes in, or failed to follow the procedures in our application process)
 - ✚ We have failed to give you access to information or have given you incorrect advice

- ✚ We have not treated you politely
 - ✚ We have discriminated against you or not treated you fairly.
3. If your complaint is to do with a funding application, we can only look at your application again if:
- ✚ We discover (through dealing with a complaint), that we did not follow the published procedures for assessing your application
 - ✚ You can show that we have misunderstood a significant part of your application
 - ✚ You can show that we did not take notice of relevant information.

What you cannot complain about:

- ✚ You cannot use the complaints procedure to appeal against our grant award decision if we have followed our decision-making process correctly. The Board decision is final.
- ✚ You cannot complain about our published policies. If you have any comments about our policies, please get in touch using the contact details at the end of this document

Do not use this complaints procedure if you suspect fraudulent activity. You should report this to the Charity Commission or the police.

Making a Complaint

- ✚ You should set out the facts as clearly as possible, in a logical order. Remember to include details and dates where possible.
 - ✚ Please make any supporting evidence or correspondence available to us.
 - ✚ Please make the complaint by letter or email (contact details at the end of this document)
 - ✚ If you prefer to make your complaint orally, please arrange a time to do so over the telephone. We will then write up your statement to provide us, and you, with written evidence of your complaint.
4. We will not treat you less favourably than anyone else because of:
- ✚ Age
 - ✚ Disability
 - ✚ Gender Reassignment

- ✚ Marriage or civil partnership
- ✚ Pregnancy and maternity
- ✚ Race
- ✚ Religion and belief
- ✚ Gender/Sex
- ✚ Sexual orientation

The Complaints Procedure

1. Stage One

If you want to make a complaint, please contact the person you first dealt with. They will try to put things right. We hope that we can settle complaints as quickly as possible at this stage.

2. Stage Two

If you are not satisfied with the response you receive, you can take this further by writing to/emailing the Data Protection Officer, Jane Duncan (see below for details).

Please tell us

- ✚ What happened
- ✚ When it happened
- ✚ Who dealt with you
- ✚ What you would like us to do to put things right.

You must do this within four weeks of receiving our Stage One feedback.

3. When will you hear from us?

- ✚ Within three working days of receiving your complaint, we will write to you or phone you to say we have received it.
- ✚ You will receive a reply to your complaint within ten working days. If we cannot reply fully in this time, we will tell you why and when you are likely to receive it.

4. Further Action

If you remain unsatisfied – we will refer your complaint to the Chair of the Spirit of 2012 Board.

If you remain unsatisfied after the Board's response – you should refer your complaint to the Charity Commission. You can find further information here: <https://www.gov.uk/complain-about-charity>

5. **Please note, funding decisions are final.** These processes are not open to those disappointed by funding decisions unless:
- ✚ We discover (through dealing with a complaint), that we did not follow the published procedures for assessing your application
 - ✚ You can show that we have misunderstood a significant part of your application
 - ✚ You can show that we did not take notice of relevant information

Remedies

When we get things wrong we will act to:

- ✚ accept responsibility
- ✚ explain what went wrong and why, and
- ✚ make any necessary changes to improve our way of working

The action we take to put matters right in response to a complaint, can include any combination of the actions set out below:

- ✚ A sincere and meaningful apology, explaining what happened and/or what went wrong - an apology is not an acceptance of liability under Section 2 of the Compensation Act 2006
- ✚ Remedial action
- ✚ Putting things right (for example change of procedures to prevent future difficulties of a similar kind, either for the complainant or others)
- ✚ Training or supervising staff.

Recording complaints

We will log all complaints we receive so that we can monitor the types of problems that arise, the best way to sort them out and how long we are taking to deal with them.

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint.

We will keep all information confidential.

Contacting us

Jane Duncan is our designated Data Protection Officer and deals with complaints. All complaints and requests for review under Stage 2 of this procedure should be sent to her.

Email: jane.duncan@spiritof2012.org.uk

Phone: 020 3701 7442

Address: Spirit of 2012
New Wing
Somerset House
London
WC2R 1LA

Accessibility

Spirit of 2012 is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all our customers. Staff will provide information about the complaints procedure for anyone wishing to make a complaint, and we will provide assistance a complainant reasonably require e.g. language line translation

Spirit of 2012 will take reasonable steps to accommodate requests to enable you to read this policy or to receive responses to complaints in other formats or languages.

Monitoring and Review of this policy

We will review this policy once every three years, or if an issue arises that requires us to amend it for example change to relevant legislation. We will train staff in the process and hold refresher training annually so all staff know what to do if an issue arises.