



The Gold from the Stone Foundation

COMPLAINTS PROCEDURE

Introduction

The Gold from the Stone Foundation views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

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 everyone at the Foundation knows what to do if a complaint is received
- To make sure 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 improve what we do

Definition Of A Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Foundation – encompassing both our fund raising, advocacy and grant making work in the UK.

Where Complaints Come From

Complaints can come from any individual, volunteer or organisation who has a legitimate interest in the Foundation, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

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

Complaints Procedure

Written complaints may be sent to the Gold from the Stone Foundation at Room SL10, The Martin Harris Centre, The University of Manchester, Oxford Road, Manchester M13 9PL or by e-mail at admin@goldfromthestone.org.uk. Verbal complaints may be made by phone to 0161 275 3047 or in person to any of the Foundation's trustees at the same address as above or at any of our events.

Resolving Complaints

Stage One

All complaints will be referred to the Chief Executive, who can be contacted by letter, telephone or email. The contact details are given at the end of this document.

What can you expect from us:

- We will acknowledge your complaint in writing within five working days of receiving your complaint. We will advise you on when you can expect a full reply and the name of the person who will be dealing with your complaint.
- We aim to provide a full reply within 10 working days. If this is not achievable as your complaint may be complicated, it might take longer. If this is the case, we will let you know within 10 working days explaining why a full reply will take longer, what we are doing to deal with your complaint and when you can expect an answer.
- If we agree that you had a good reason to complain, we will apologise and try to put things right as soon as we can. If we disagree or remedial action cannot be taken, we will tell you why.

If your complaint is about the Chief Executive, please contact the Chair of the Board at chair@goldfromthestone.org.uk

Stage Two

If you are not happy with our reply, please contact the Chair of our Trustees. You should explain why you are not happy with our reply and what action you think we should take.

What can you expect from us:

- The Chair will take a fresh look at the complaint and carry out an investigation. We will write to you with the results of the investigation within 15 working days.
- In most cases we hope that the complaint is resolved to the complainant's satisfaction by a sincere apology and remedial action. However, where the complainant has been caused excessive worry, distress or other inconvenience, remedy may be appropriate. The Director will determine the form and level of remedy.

Persistent Complaints

We reserve the right to refuse to deal with complaints that are pursued in an unreasonable way.

External Stage

As the Gold from the Stone Foundation UK is a registered charity, the complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at: www.gov.uk/complain-about-charity.

Variation Of The Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved as a person leading a Stage Two review.

Contacts:

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