

COMPLAINTS POLICY

The Orwell 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. Overall responsibility for this policy and its implementation lies with the Board of Trustees of The Orwell Foundation.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint and to make this procedure public
- To make sure everyone at The Orwell 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 about any aspect of The Orwell Foundation's work which is within the scope of the responsibilities of trustees, staff and volunteers. Complaints may come from any individual, volunteer or organisation who has a legitimate interest in the Foundation, including the public if something is perceived to be improper.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. A copy of The Orwell Foundation's Data Protection policy can be found [here](#).

Our procedure

Complaints may be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should in the first instance direct their complaint to the trustee's HR committee.

The Foundation will give a response within ten working days acknowledging the complaint and detailing whether any investigation is taking place. All complaints will be registered, and the complaints log regularly reviewed.

If an investigation is raised, the response will detail who is handling the investigation and when the complainant should expect to receive notice of the outcome. Where this is not possible, an interim response will be made informing the complainant of the action taken to date.

If as a result of a complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. If a criminal offence is alleged, then the police will be informed.

If the complainant is not satisfied with the Foundation's response, or the outcome of any investigation undertaken, they should write to the Chair of Trustees who will report the matter to the Board of Trustees, which will decide on any further steps to resolve the situation. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

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 review.

As The Orwell Foundation is a registered charity, the complainant can complain to the English Charity Regulator at any stage. Information about the kind of complaints the ECR can involve itself in can be found on their website.

Review

Date adopted: 20th June 2019

Frequency of review: every three years

Last review: 20th June 2019

Last approved by trustees: 20th June 2019