



## Complaints, Concerns and Feedback Policy and Procedure

**Purpose:**

QCT wants to hear complaints, concerns and general feedback – including positive feedback. Any concerns that are raised that are of a safeguarding nature will be addressed with reference to the QCT Safeguarding Policy.

This Complaints, Concerns and Feedback Policy and Procedure includes guidance on the procedure for raising a concern, complaint or giving feedback, defines the service targets for QCT responding, and the care QCT will take to keep such matters as confidential. This policy applies to anyone who comes into contact with QCT, including: Grant Recipients; community and network members; those working with partner organisations and who come into contact with partner organisations, and any individuals who have concerns about QCT fundraising practices.

**Date approved by SMT:**

January 2021

**Date to be approved by Board:**

January 2021

**Date for next review:**

January 2023

**Owner:**

Chief Operating Officer

## **COMPLAINTS AND FEEDBACK POLICY**

This policy is for third parties to use in order to raise a concern, complaint or to give feedback on any matter concerning QCT or the organisations it works with, including concerns regarding fundraising practices and/or third party fundraisers. If complaints or feedback are of a sensitive nature, these will be treated confidentially.

QCT welcomes feedback, encourages transparency and is always keen to learn. QCT looks to the organisations it works with to set the same standards.

QCT aims to ensure that:

- Making a complaint or giving feedback is as easy as possible;
- All concerns and complaints are dealt with promptly, politely and, as appropriate, in confidence;
- That responses are suitably sensitive and answer the points made in the complaint or feedback; and
- It learns from concerns, complaints and feedback to make improvements in how it operates.

### **PROCEDURE FOR MAKING A COMPLAINT OR GIVING FEEDBACK**

Complaints and feedback can be sent by email to the Chief Executive Officer (CEO) or Chief Operating Officer (COO) respectively. For complaints that relate directly to the CEO or COO these can be sent to the Chair of the QCT Trustees. (See Annex A for contact details).

### **CONFIDENTIALITY**

Sensitive complaints, including any that indicate that laws may have been broken, will be treated in confidence and every effort will be made not to reveal a complainant's identity unless otherwise required by law. If the matter is subsequently dealt with through other QCT procedures, such as the Disciplinary Policy, then QCT will do what it can to keep the origin of the complaint confidential. Similarly, if the complaint results in court proceedings then the complainant may have to give evidence in open court if the case is to be successful.

QCT keeps all received complaints confidential, if requested, except to the extent:

- Internal disclosure is required on a 'need to know' basis for the prompt and efficient investigation; or
- External disclosure is required by law, legal guidance or by any agreement with external parties.

### **PROCESS**

The COO or their nominee will investigate all complaints received. Where these involve the activities of QCT staff members, the relevant QCT policy or procedure will apply. Where the complaint concerns the COO, the CEO or their nominee will lead the process.

Where concerns are raised about a partner organisation, the COO or their nominee will contact the organisation to investigate. The identity of the complainant will not be revealed to the organisation. QCT will ask the organisation to investigate. Should QCT not be satisfied by the scope, manner or findings of the partner's investigation, a report will be given to the Chief Executive Officer for review. The CEO will reach a decision, involving the Chair of the Trustees where necessary.

### **TIMETABLE**

The complaint or feedback will be acknowledged in writing within 10 working days with

- An indication of how QCT proposes to deal with the matter;
- An estimate of how long it will take to provide a final response;

- An indication of whether any initial enquiries have been made; and
- An indication whether further investigations are necessary, when they will take place and if not, why not.

**RESPONDING TO COMPLAINTS**

Once any investigation has been completed QCT will contact the complainant to confirm the action taken to close the complaint.

**REQUESTING A REVIEW OF A RESPONSE TO A COMPLAINT**

A review of the response to a complaint or feedback will be undertaken by Trustees where required. This process will be co-ordinated by the Chair of the Trustees.

The request for review will be acknowledged within 5 working days and QCT will respond with the results of the review within 15 working days.

## **Annex A**

Chief Executive Officer            Nicola.Brentnall@qct.org.uk  
or  
Chief Operating Officer            Chris.Kelly@qct.org.uk

Or via WhatsApp or Telephone as follows

Nicola Brentnall    +44 7342 156 732  
Chris Kelly            +44 7444 243877

Chair of Trustees                    Chair@qct.org.uk