



Complaints and Complaint Handling Policy

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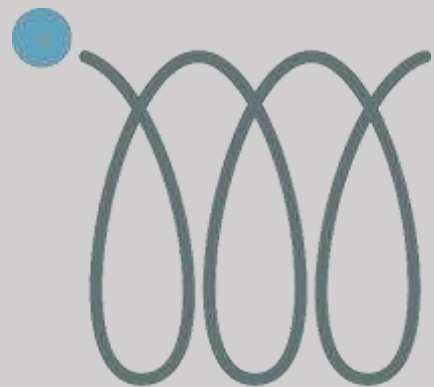
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1. Introduction

Grace Foundation is committed to maintaining high standards across all aspects of its work. We value feedback and treat complaints seriously, viewing them as opportunities for improvement. This policy outlines how we handle complaints in a prompt, fair, and transparent manner.

2. Purpose and Scope

Grace Foundation encourages anyone who interacts with us, including beneficiaries, partners, and staff, to provide feedback. We are committed to resolving complaints effectively and in a way that respects all parties involved. Complaints help us to identify areas for improvement and to ensure our activities align with our mission and values.

Where complaints are made against staff members, they may be handled in conjunction with the Partner School and in line with other relevant policies. Partner Schools may act on our behalf to conduct fact-finding investigations, but Grace Foundation will seek the final resolution to ensure alignment with our organisational values and standards. We will not tolerate the harassment or victimisation of anyone raising a concern.

This policy applies to complaints regarding:

- Grace Foundation's services or programmes.
- Behaviour of staff, volunteers, or trustees.
- The overall conduct of the organisation.

This policy does not cover:

- Complaints from staff about their employment, which are handled under the grievance procedures.
- Anonymous complaints, although they may be considered at the discretion of Grace Foundation

While individuals are encouraged to identify themselves when raising concerns, anonymous disclosures may still be reviewed. In deciding whether to pursue an anonymous complaint, Grace Foundation will consider:

- The seriousness of the issue raised.
- The credibility of the concern.
- The likelihood that the allegation can be verified through other sources.

Grace Foundation receives HR, IT, and financial services from IMG (UK) Holdings Ltd and its subsidiary entities (collectively referred to as IMG). Any mention of IMG in relation to Grace Foundation pertains to these entities.

This policy is entirely non-contractual and does not form part of an employee's contract of employment.

3. Definitions

3.1 Complaint

An expression of dissatisfaction about Grace Foundation's services, actions, or those representing the organisation, requiring a formal response.

3.2 Complainant

The individual or organisation raising the complaint.

4. How to make a complaint

4.1 Informal Resolution

In the first instance, if appropriate, complaints should be raised informally with the relevant staff member or manager. Many issues can be resolved quickly this way. This may involve intervention and fact-finding by working informally with a Partner School.

4.2 Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted:

- In writing, by email, or via Grace Foundation's online contact form.
- Addressed to [specific complaints officer/department].

Complaints may be passed on via a Partner School and should include:

- Details of the issue.
- Names of those involved.
- Desired resolution.

4.3 IMG Speak Up Portal

A formal complaint can also be submitted via the IMG Third Party Speak Up Portal. Please follow this link to view the portal and submit your complaint online via [Third-Party Speak-Up Policy | IM Group](#)

5. Complaints Handling Procedure

5.1 Acknowledgement

Formal complaints will be acknowledged in writing within **5 working days**. Acknowledgements may be made by a Partner School on Grace Foundations' behalf to any third party.

The acknowledgement will:

- Confirm receipt of the complaint.
- Outline the complaints process and time frames.

5.2 Investigation

An impartial investigator will be appointed to review the complaint. For complaints involving staff members, investigations may be carried out by the Partner School on behalf of Grace Foundation. Grace Foundation will review the findings to ensure consistency with its values and standards before issuing a final response.

The investigation will include:

- Gathering information from the complainant and others involved.
- Reviewing relevant records or evidence.

The investigation will be completed within **20 working days**, unless further time is required, in which case the complainant will be informed.

Where there is a legitimate complaint, it will be dealt with as promptly as possible.

5.3 Outcome

Following a formal investigation, the complainant will receive a written response that includes:

- A summary of findings.
- Actions taken or proposed resolutions.
- Information on the appeals process.

5.4 Untrue Allegations

If an employed individual makes an allegation in good faith, which is not confirmed by subsequent investigation, no action will be taken against that individual. In making a disclosure the individual should exercise due care to ensure the accuracy of the information. If, however, an individual makes malicious or vexatious allegations, and particularly if he or she persists with making them, disciplinary action may be taken against that individual.

5.5 Appeals

If the complainant is not satisfied with the outcome, they may appeal in writing within **10 working days** of receiving the response.

Appeals will be reviewed by a panel of trustees, and a final decision will be communicated within **20 working days**.

6. Support for complainants

Grace Foundation is committed to ensuring all complainants are treated with respect and dignity throughout the process. Complainants will not be victimised or discriminated in the process.

Complainants may be offered additional support, including mediation or clarification of procedures.

7. Confidentiality

All complaints will be handled with the utmost confidentiality. In cases where complaints involve staff members, relevant information may be shared with the Partner School to support a thorough investigation. All parties involved will handle such information confidentially.

Information will only be shared with those directly involved in investigating or resolving the complaint.

8. Monitoring and learning

All complaints will be logged and monitored by the management team to identify trends or recurring issues. Where complaints are investigated by Partner Schools, a summary of findings will be logged by Grace Foundation to maintain oversight and inform future improvements.

Lessons learned from complaints will be reviewed regularly and used to inform improvements to services and policies.

9. Review

This policy will be reviewed every **two years** or sooner if required by changes in legislation or operational needs.

This policy links to the IMG Grievance Policy which can be found [here](#).

This policy links to the IMG Whistleblowing Policy which can be found [here](#).

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