



Complaints Policy

December 2025

Purpose

This policy explains how the Foundation manages complaints to ensure concerns are taken seriously and resolved fairly, promptly, and transparently.

Scope

This policy covers complaints about actions or decisions made on behalf of the Foundation, as well as the behaviour of its trustees and volunteers.

Principles

- We welcome all feedback and treat all complaints seriously
- Complaints will be handled confidentially and with respect.
- We strive to resolve complaints quickly and informally wherever possible.

How to Make a Complaint

Complaints can be made verbally or in writing to any trustee or to the following email: secretary@beaulieu-cgf.org.uk. Complainants should provide as much detail as possible about the issue, including dates and everyone involved.

Handling Complaints

The trustees will acknowledge receipt within 7 days and an impartial trustee will review the complaint. A response will normally be provided within 21 days. If more time is needed, the complainant will be informed.

Serious Complaints

Matters involving safeguarding, criminal behaviour, or risks to the public will be escalated immediately to the Chairman and, where necessary, to external authorities.

Appeals

If a complainant is dissatisfied with the outcome, the trustees shall collectively review the decision. If a complainant is still unsatisfied, the external appeal options include:

- The Fundraising Regulator
- The Charity Commission

Record Keeping

A record of complaints and their outcomes will be maintained securely by the trustees.

Review

This policy shall be kept under periodic review by the trustees.