

Complaints Policy

1. Introduction

The Trust aims to work constructively with organisations that apply to our grant programmes, with our grant holders and with other people and organizations outside the Trust. We reserve the right to determine how the Trust carries out its work but aim to ensure that our grant-making reflects best practice. We try to be as transparent as possible and publish guidance on our grant programmes and relevant policies on our [website](#).

The Trust recognises however that, from time to time, issues may arise. The purpose of this policy is to set out a process for dealing with any complaints from people or organisations outside the Trust. The policy is intended to ensure that any complaints are dealt with fairly, and that issues are resolved as quickly and reasonably as possible.

2. Definition of a complaint

Grant applicants and grant holders should approach the Trust directly about any issues or problems they wish to discuss. These will generally be part of an on-going relationship with the Trust and can be addressed without resorting to the complaints policy.

If an issue arises that cannot be resolved in this way, or that an external individual and organisation wishes to be addressed formally, they may wish to submit a complaint.

3. The scope of complaints

The Trust will consider and respond to complaints regarding:

- a) inappropriate behaviour by a member of Trust staff, a Trustee or member of the Medical Advisory Committee
- b) significant delays in responding to a grant application, beyond the timescales indicated in the Trust's guidance for the relevant programme
- c) any failure by the Trust to carry out an action agreed in writing with an individual or organisation
- d) changes to Trust policies and/or terms and conditions that have been made for grants without a suitable period of notice.

When submitting their complaint, the complainant must provide:

- a) their name and contact details
- b) details of the complaint.

The Trust will not consider complaints regarding:

- (a) the Trust's policies and eligibility criteria for our grant programmes, which are solely and properly determined by our Trustees
- (b) decisions whether or not to offer a grant
- (c) the amount offered as a grant, where this differs from the sum applied for
- (d) the activities of other grant holders or grant applicants that are beyond the Trust's control
- (e) matters that occurred more than three months before the date of the letter or email notifying the Trust of a complaint.

4. Making a complaint

Complaints must be sent in writing either by email to the Trust's Director at director@julesthorntrust.org.uk, or by letter to the Trust's registered office. The complaint will be logged by the person receiving it.

All complaints should be addressed to the Director, unless the complaint relates to the Director, in which case it should be addressed to the Chairman of Trustees.

The Director will inform the Chairman of any complaint received.

5. Confidentiality

Confidentiality regarding any complaint will be taken into consideration and observed as appropriate. The complaint and any subsequent action taken will only be disclosed to those people who need to know, in order for the issue to be resolved. All letters or emails of complaint and relevant records will be kept securely and in accordance with the Trust's [Privacy Policy](#).

6. Process for dealing with a complaint

Complaints relating to Trust staff (apart from the Director), or relating to general matters, will be dealt with by the Director.

Complaints relating to the Director or Trustees will be dealt with by the Chairman of Trustees.

If the complaint relates to the Chairman of Trustees, it will be dealt with by a nominated representative of the Board of Trustees, as agreed by the other members of the Board.

If there is any doubt as to who should deal with a complaint, it will be referred to the Chairman of Trustees.

If there are reasonable grounds for a complaint and it can be addressed directly by a member of staff or a Trustee (for example, through an explanation or apology), the person in question will be asked to take immediate steps to address the complaint.

If the complaint cannot be addressed in this way, or the matter is more complex, the person dealing with the complaint will discuss the matter with relevant member(s) of staff or Trustee(s) and with the complainant, to elicit the facts relating to the complaint.

The person dealing with the matter will normally respond to the complainant within 15 working days from the receipt of the complaint. The response will either:

- a) explain the steps the Trust has taken, or will take, to address the complaint, or
- b) make clear to the complainant that, having reviewed the facts of the matter, there is no case to answer.

If it is not possible to deal with the complaint within 15 working days (for example, because members of staff, Trustees or the complainant are unavailable), the person dealing with the matter will inform the complainant of the delay and explain when they will receive a response.

When the complaint has been dealt with, information on both the complaint and any action taken will be recorded.

7. Review

After a reasonable period has been allowed for any agreed action to be implemented, if the complainant still feels that their complaint has not been adequately addressed, they may write to the Chairman (or appointed representative Trustee, as appropriate), requesting a review. The Chairman or appointed Trustee will then take action as he/she deems appropriate, making clear to the complainant that this is the final action that will be taken on the matter.

A written response on the outcome of the review will normally be sent to the complainant within 15 working days of the request for a review being received.

If it is not possible to complete the review within 15 working days (for example, because members of staff, Trustees or the complainant are unavailable), the person dealing with the matter will inform the complainant of the delay and explain when the review will be completed.

If the complainant is still dissatisfied following the outcome of the review, they would be able to refer the matter to the Charity Commission as the appropriate regulator.

8. Monitoring

The Director and Chairman will review the number and nature of complaints received on an annual basis and will report to the Board of Trustees as appropriate.

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