

Complaints Handling Policy

Shanly Foundation is committed to working to the highest standards of transparency, fairness, and accountability in all of its activities. We welcome feedback and take any concerns or complaints seriously, viewing them as an opportunity to improve.

This policy sets out how we handle complaints from grant beneficiaries, partner organisations, or members of the public.

1. Principles

- Complaints will be dealt with promptly, fairly, and respectfully.
 - We will keep matters confidential as far as possible, whilst ensuring a thorough investigation.
 - Complaints will be used constructively to improve our processes and governance.
 - Nothing in this policy prevents anyone from raising concerns with the Charity Commission, the police, or another regulator if appropriate.
-

2. Scope

This policy covers complaints about:

- the way the Foundation has administered its grants, pledges, or processes,
- the behaviour or decisions of trustees, staff, or representatives in the course of Foundation business,
- concerns about the misuse of charitable funds.

This policy does not cover:

- disagreements with funding decisions (the Foundation's decisions on awards are final),
 - complaints about organisations funded by the Foundation (these should be directed to the organisation itself).
-

3. How to Make a Complaint

Complaints should be made in writing, providing full details of the concern, and sent to the address shown on the "Contact Us" page of the Shanly Foundation website.

To help us investigate effectively, please include:

- your name and contact details,
 - details of the matter you are complaining about, including dates and people involved,
 - any evidence or documents that support your concern,
 - what outcome you are seeking.
-

4. Handling Complaints

- Complaints will be acknowledged within **10 working days** of receipt.
- They will normally be considered in the first instance by the **Charity Administrator** (or equivalent staff member).
- Where appropriate, the matter may be referred to the **Chair of Trustees** or a nominated trustee for review.
- We aim to provide a full response within **30 working days**. If more time is needed, we will let you know and explain why.

5. Escalation

If you remain dissatisfied after receiving our response, you may request that the complaint is reviewed by the **Board of Trustees**. The decision of the Board will be final.

If your concern relates to suspected illegal activity, fraud, or criminal conduct, you should report it directly to the **police** or relevant authority. If you believe there has been serious misconduct or mismanagement of the charity, you may also contact the **Charity Commission** (www.gov.uk/charity-commission).

6. Monitoring and Review

All complaints received and their outcomes will be logged and reported to the trustees. The policy will be reviewed regularly to ensure it remains fit for purpose and in line with Charity Commission guidance.

Version	Date	Review frequency	Next review
1.1	17 th December 2025	Annual	17 th December 2026