

Complaints Policy

The EY Foundation (“EYF”) is committed to providing the highest possible quality standards in the work we do and in our relationships with our stakeholders, partners and beneficiaries. We welcome feedback where we have not met the high standards that we set ourselves. This feedback will enable us to improve what we do in future.

This policy applies to any member of the public who has a complaint about the activities of the EYF. It does not apply to internal complaints by:

- EYF staff (covered by HR policies)
- others engaged on EYF business, including:
 - secondees (covered by secondment agreement)
 - volunteers (covered by volunteer policy)
 - contractors (covered in contract)
 - young people, whilst employed on EYF programmes (covered in programme agreement).

The charity also has a Whistleblowing Policy, which specifies the nature of the complaints or allegations that should be raised under that policy.

Aims and purpose of this policy

The aim of this policy is to provide a clear and transparent way for anyone to raise a complaint about the EYF, the services offered, and/or the individuals that work within it.

What is a complaint?

A complaint is an expression of dissatisfaction related to EYF’s work, whether justified or not. Examples of dissatisfaction may, for example, be:

- Failure to respond to your enquiries
- Failure to deliver appropriate standards or quality of service
- Delays in providing a service.

In responding to your complaint you can help us by notifying EYF of your complaint within 30 days of the event giving rise to it or your awareness of it.

We take all complaints seriously and aim to provide a resolution as quickly as possible. You can expect to be treated with courtesy, respect and fairness at all times. In return we expect our staff involved in handling the complaint to be treated in the same way.

Confidentiality

All complaints received will be dealt with confidentially and, if you provide personal details, in accordance with the requirements of the Data Protection Act 2018.

Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. Third parties may include:

- advice organisations
- professionals e.g. as social workers, community psychiatric nurses, doctors or solicitors
- family members or friends

Where a third party is helping a complainant with a particular complaint, EYF requires written consent to that effect. Where EYF has this authority, all possible steps will be taken to keep the third party informed of progress on the complaint. Some lawyers and attorneys are legally empowered in certain circumstances to act on behalf of a complainant, and consent to disclose information is not required.

How to complain

This policy will be published on the Foundation's website.

1. If you wish to raise a complaint, you can do so by email or letter to the designated senior managers below. If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:
 - telephone (one of the designated complaints handling officers will help you by writing out your complaint)
 - asking a member of staff to help you in writing out your complaint

If you require alternative adjustments, please let one of the designated complaints handling officers know and alternative arrangements will be put in place where possible.

We ask that you provide us with as much information as possible, including:

- (i) the reason for your complaint
- (ii) where and when the cause for complaint arose
- (iii) names of those involved (if known)
- (iv) what outcome you are hoping for
- (v) your contact details

All contact details are noted at the end of this document.

2. Please address your complaint in the first instance to the relevant senior manager (designated complaints handling officers).

Programmes:

Margaret Gibson: mgibson@eyfoundation.ey.com. 014 1226 7493

Corporate Partnerships:

Nil Neale: nneale@eyfoundation.ey.com. 020 7951 5721

Fundraising:

Lynne Peabody: lpeabody@eyfoundation.ey.com. 020 7951 5803

Other:

Mark Smith: mark.smith1@eyfoundation.ey.com. 020 7980 9117

3. All complaints and responses will be reviewed by the Deputy Chief Executive and Chief Finance Officer to ensure consistency. All complaints will be logged in a central register including the date, nature of the complaint, investigating officer, and the outcome. Statistical information will be provided to trustees at least annually.
4. A designated complaints handling officer will acknowledge receipt of a written complaint within 5 working days. You can expect to have a full reply within 28 working days. In the case where your complaint is complex, it may not be possible to send a full reply within 28 working days of receipt. In such cases, you will be informed of the reason why and when you may expect a reply in full, keeping you informed of progress.
5. If you are not happy with the response given to your complaint you can bring this to the attention of the Chief Executive, Maryanne Matthews. Please write to or email Maryanne at Maryanne.matthews@eyfoundation.ey.com with details of the complaint, setting out the specific reasons why you are dissatisfied with the response and how you believe matters should be addressed. You can expect a formal response within a calendar month of receipt of your communication.
6. If you remain unhappy after this second process you may escalate this to EYF's Chair, which is the final stage of our escalation process.

Further information, advice and contact details

EY Foundation Contact Details:

The EY Foundation
1 More London Place
London
SE1 2AF
United Kingdom

+44 (0)207 951 3133
enquiries@eyfoundation.ey.com

Independent complaints bodies:

Independent external party (Charity Commission)

Charity Commission:

Fundraising complaints
<https://www.fundraisingregulator.org.uk/complaints>

Advertising complaints
<https://www.asa.org.uk/>

Other serious complaints
<https://forms.charitycommission.gov.uk/raising-concerns/>