

Complaints Policy

The Joseph Rowntree Reform Trust (JRRT) is committed to high standards of transparency, and accountability. We try to nurture an open and collaborative culture, which is accessible, professional and responsive. This policy provides guidance for those who feel that they need to raise a complaint about the Trust or its work.

Complaints may originate from applicants for our funding, grantees, contractors or others with whom the Trust works.

Complaints procedure

Complaints should be sent in writing to: Fiona Weir, CEO, Joseph Rowntree Reform Trust, The Garden House, Water End, York YO30 6WQ, or by email to feedbackandcomplaints@jrre.org.uk

Where a complaint is initially received in person or by telephone, the complainant should be encouraged, where possible, to send in their complaint in writing and asked to include:

- the name of the person making the complaint and a contact point; and
- what you think has gone wrong and what you think we should do to put things right

The complainant will be reassured that the information provided will be treated sensitively, and only shared on a need-to-know basis.

Resolving complaints

JRRT aims to acknowledge complaints within five working days, and will respond in writing within three weeks to explain the outcome of the complaint. Our response will describe the steps taken to investigate the complaint, and by whom; the conclusions of the investigation; whether the complaint is upheld; and any actions to be taken as a result.

If at any point we cannot meet the timescales set out in this policy, we will let complainants know and explain the delay.

Complaints will generally be dealt with by the CEO. If the complainant does not believe that the matter has been satisfactorily resolved or if the complaint is about the CEO, they can ask for the matter to be referred to the Board of Directors.

Learning

All complaints are taken seriously and reported to the Board along with actions taken at least once a year.

Status of the policy

This policy is reviewed and approved by the Board.

Last reviewed June 2023