

Complaints policy and procedure

We aim to provide a high-level of customer service and be responsive to your needs, within the resource constraints we have to operate to. Should you be unhappy with the way your application or grant is being administered, or with any other aspect of your experience with us, please raise this with your main contact in the first instance, who will try to put things right. If your concerns remain unresolved or you wish to discuss them further, please contact the Foundation Director, who will do their best to resolve the matter. You can contact the Director at danielle.walker@friendsprovidentfoundation.org.uk or on 01904 629675.

If your complaint relates to the Foundation Director, please contact the Chair of the Foundation, who can be contacted at enquiries@friendsprovidentfoundation.org.uk or on 01904 629675.

Friends Provident Foundation views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that made the complaint.

We define a complaint as an expression of dissatisfaction, however made, about actions taken or a lack of action by Friends Provident Foundation or someone acting on behalf of Friends Provident Foundation.

Our process for dealing with complaints

Where a complaint has been submitted we will acknowledge your complaint within five working days. Complaints received by telephone or in person will be encouraged where possible to send in their complaint in writing. We will aim to provide a full, written response within 15 working days. There may be occasions where this is not possible, and we will notify you of this and advise you of the date by which you are likely to receive a response to your complaint. When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 15 working days from the date of the letter notifying you of the outcome and must satisfy one or more of the criteria below.

Appealing our response

Any appeal must be in writing and satisfy one or more of the following criteria:

- you have new, relevant information to present (which you have not previously submitted);
- we have failed to consider adequately or at all information you provided in connection with the complaint;
- the response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them.

We will acknowledge receipt of your appeal within five working days