

External Complaints Policy

1. Purpose of this policy

Blaggrave's mission is to bring lasting change to the lives of young people; investing in them as powerful forces for change and acting upon their right to be heard in pursuit of a fair and just society. As a progressive funder we see it as essential we take an anti oppressive approach, treat everyone fairly, and practice transparency so that we can be held to account. We therefore take any complaints we receive very seriously.

Contact us if you think Blaggrave has done something wrong, not provided a good enough service, or made a mistake.

Please note that decisions on grants are made by Blaggrave Trustees and staff within the terms of our criteria. There is no right of appeal in relation to these, though we welcome feedback on our approach and how we communicate with you.

This policy does not cover complaints from staff, who should use the Blaggrave staff handbook for guidance.

2. The Policy in Practice

- We do our utmost to provide a good service and we really do welcome constructive suggestions about how we can improve it. If you believe our service has fallen short of our aim, please first raise this with the member of staff you had contact with.
- If you do not receive a satisfactory resolution and you would like to submit a formal complaint, please email the Head of Operations at valeria@blagravetrust.org.
- The complaint should include your name and contact details, and as much detail about your complaint as you feel able, for example, what happened, when it happened, and who was involved. The complaint will be logged on our complaints register.
- Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.
- We will respond to your email within three working days with an acknowledgement and next steps.

3. How your complaint will be dealt with

Blaggrave takes all complaints very seriously. We will ensure all complaints are investigated in a timely manner and we hope to resolve the complaint, learn from it, and repair relationship with anyone who has to complain. We do this by:

- Taking a first point resolution approach to complaints and will try and resolve the complaint and/or find a suitable solution at the earliest opportunity.
- Reviewing the complaint quickly. We will aim to respond with an acknowledgement within three working days of receipt of a complaint.
- Investigating complaints by a member of the Blaggrave Senior Management Team and/or the CEO.
- Escalating complaints made about our CEO to the Trustees.
- If we need to escalate a complaint to our Trustees because it concerns our CEO or is of a very serious nature, we will inform you of this, and it may take longer to respond to your complaint.
- Complaints will be fully investigated, and a written response provided to the complainant within a month by the investigator outlining the outcome of any investigation any recommendations/remedies/actions made, where appropriate.
- Our complaint log, along with all feedback on Blaggrave, is considered by the team and our Board annually, to review and discuss to ensure we consider how to use it in order to improve our services.

4. Confidentiality

- All complaints will be handled sensitively by our Team. The complaint will only be shared with those who need to know and following relevant data protection legislation and best practice.

5. Appeal

- If the complaint is not resolved to your satisfaction and you wish to appeal, then you can notify us using the email address chair@blaggrave.org. The appeal will be escalated to the Trustees.
- The Trustees will acknowledge receipt within 5 days. They will review the original investigation and recommend one of the following actions:
 - I. Uphold the original investigation and actions taken, or
 - II. Make changes to the original investigation and propose a new course of action
- You will be informed in writing of the outcome of the appeal within 6 weeks of your appeal. The decision reached about this complaint will then be final and there is no further right to appeal.

5. Feedback

We would love to hear your thoughts on how we can make our programmes and processes better suited to your needs. Please email the Head of Operations at valeria@blagravetrust.org