

HAMPSHIRE AND ISLE OF WIGHT COMMUNITY FOUNDATION COMPLAINTS HANDLING POLICY

HIWCF are committed to providing a professional service to our fund holder, donors, and grant applicants from around the county.

Our complaints policy has been designed to provide an avenue of escalation from CEO through to UKCF board through which we are subject to quality accreditation.

Through listening to feedback about our services, it provides us with the opportunity to learn from our clients about their needs and priorities, rectify mistakes when they are made, and improve our practices, whilst providing a deeper understanding of grant making policies and practices to our stakeholders.

If you have a complaint or some negative feedback for HIWCF, please email hiwcfadmin@hantscf.org.uk stating the nature of your complaint. HIWCF will aim to respond to you within 14 working days.

If you are unable to send an email, please write to CEO, Hampshire & Isle of Wight Community Foundation, Dame Mary Fagan House, Lutyens Close, RG24 8AG.

If you are not happy with our response, we will escalate your complaint to one of our committee chairs. Depending on the nature of the complaint, we will escalate it to the Fund Development Committee Chairman or the Grants Committee Chairman for further investigation. You should expect to have a response within 10 working days.

If you remain unhappy with the response, we will escalate it to the Chairman of our main board of trustees.

We hope that by this stage HIWCF will have given every consideration to your complaint and have responded satisfactorily. However in the unlikely event that you believe that HIWCF have not responded professionally, equitably, and in a clear, transparent and non-misleading way, your complaint can be escalated further to CEO of UKCF at:

Unit 7 Piano House,
9 Brighton Terrace,
London,
SW9 8DJ