

COMPLAINTS POLICY OF THE RUTH STRAUSS FOUNDATION

This policy was adopted by the Trustees by resolution dated 1 March 2021.

This policy should be reviewed at least every two years.

Next review date: February 2023.

Introduction

The Ruth Strauss Foundation is committed to maintaining high standards and a personal touch across all our activities in line with our spirit.

The work we do to provide emotional support for families and to support research into rare lung cancers and the fundraising activities we undertake to enable that work mean that many children, young people and adults will engage with us each year as beneficiaries, donors and volunteers.

To keep costs as low as possible, and direct as much of our income as possible to our charitable outcomes, our fundraising and activities are managed by a small team with support from volunteers and advisory groups. We are committed to providing the best experience for our supporters. Despite best efforts, there is always the possibility that we may not get it right and, on occasion, fail to meet the high standards that we set for ourselves.

We view 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 has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use
- To publicise our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at RSF knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Complaints

- We regard as a complaint any expression of dissatisfaction with any aspect of The Ruth Strauss Foundation which is under the control of the Charity.
- Complaints may come from any individual, volunteer or organisation.
- All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.
- Complaints are reviewed annually to identify any recurring issues which may indicate a need to take further action.

What to do if you have a complaint

- If there is anything to do with the Ruth Strauss Foundation about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.
- As we are a remote and flexible team, often the easiest way for you to register a complaint, and for us to resolve it, is by email. If you would like to discuss by phone, please send us an email and we'll call you back to hear the details from you as a priority.

You can email us at info@ruthstraussfoundation.com or write to us at:

The Ruth Strauss Foundation
c/o ECB Offices
Lord's Cricket Ground
London
NW8 8QZ

- Verbal complaints may be made in person to any of The Ruth Strauss Foundation's staff or trustees at the same address as above or at any of our events.

What we will do on receiving your complaint

- All complaints are reported to our Chief Executive to ensure that they are treated as a priority.
- We'll listen, record your complaint and advise you how it will be handled.
- We'll take action to resolve the problem and tell you what that action is.
- We'll investigate whenever necessary, in two key phases of complaint resolution. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are given permission to do so.
- We'll keep your complaint on our organisational records for at least 24 months and make this available for inspection by the Fundraising Regulator.
- We'll cooperate fully with the Fundraising Regulator if a complaint is referred to them and comply with any solution they propose to resolve the matter.
- At all times we will treat you with understanding and respect.
- We'll take steps to avoid a repeat occurrence.

Complaint Management

- We cannot always respond to complaints immediately, although we will whenever possible.
- You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.
- Where a more in-depth investigation is required, we commit to providing a full response in writing within 28 days of acknowledgement of receipt of the complaint. In exceptional circumstances, where that is not possible, we will advise you.

What if our response does not satisfy you?

- If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, within two months of receiving our response, you can contact the Fundraising Regulator, the independent regulator of charitable fundraising. They can be contacted via their

website www.fundraisingregulator.org.uk or at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH Tel: 0300 999 3407

- You have recourse to make a complaint to the Charity Commission via their website www.charitycommission.gov.uk

CHARITY INFORMATION

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Registered Charity Number 1183221 | Registered Company Number 11882736

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of The Ruth Strauss Foundation.

Review

This policy is reviewed regularly and updated as required.