

COMPLAINTS HANDLING POLICY

1. CONTEXT

The Essentia Foundation welcomes feedback from our stakeholders. If you have a complaint about Essentia Foundation not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our charity stakeholder experience in the future.

2. AIMS

It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of our Complaints Handling Policy are:

- To provide a clear and fair procedure for any stakeholders who wish to make a complaint.
- To provide clearly articulated guidance to our Trustees on how to handle complaints made by stakeholders.
- To have complaints handled equally and in a fair and timely fashion.
- To gather important information from complaints and use it in the future to avoid such a situation arising again.
- To have a clear process by which our regulator (OSCR) is notified as per their requirements for those situations that come under the criteria of Notifiable Events.

3. DEALING WITH A COMPLAINT

3.1 Making a complaint

All complaints relating to the Essentia Foundation should be in one of the following ways:

- By email or in writing to the Chair of the Essentia Foundation
- If the complaint relates to the Chair of the Essentia Foundation the complainant should email or write to the regulator OSCR

When making a complaint you are requested to provide as much detail as possible including your name, address and contact details. Additionally, you should detail what you would like us to do to resolve your complaint. Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which would be considered reasonable.



3.2 Handling a complaint.

When a complaint is received:

We will acknowledge receipt of your complaint within 3 working days and advise who will be investigating the matters of concern.

The Investigating Officer will aim to investigate complaints received within at least 28 working days of their receipt. In complex situations where this timescale is not possible the Investigating Officer will give regular updates regarding progress with their investigation and an expected timescale for a conclusion of the investigation.

As part of the investigation the Investigating Officer will offer to meet with you to discuss the matters of concern further and additionally at the end of their investigation to discuss the findings.

The Investigating Officer will present their complaint investigation findings and recommendations to the Board of Trustees.

The Board of Trustees will decide the action to take after considering the findings and recommendations.

The Board will notify the regulator (OSCR) as required when the nature of a complaint falls within the criteria of Notifiable Events.

Any decision to terminate someone's membership will be made in line with the rules set out in the Essentia Foundation's constitution.

At the conclusion of the complaints handling procedure, regardless of the outcome we will provide you with a report of the investigation, our conclusions from the investigation and any action taken as a result. Our decision at this stage is final subject to your right to seek external resolution of your complaint

4. CONFIDENTIALITY AND DATA PROTECTION

All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those volunteers, commercial participants and legal advisors who need to know in order to handle your complaint.

All personal information that we may collect (including but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act and your rights under that Act.

5. REVIEWING OUR POLICY

Our Equality and Diversity Policy will be reviewed every 3 years and/or when there is a change of law.

