

Halcrow Foundation

HF/7 - Complaints Procedure

If, when dealing with the Foundation, any individual feels that the Foundation has not operated in accordance with its values, policies or procedures (including its Code of Conduct), then that individual shall be entitled to seek remedial action from the Trustees.

In the first instance, complainants may approach in confidence either the chairman or any individual trustee initially who shall carry out an initial evaluation of the complaint. Subject to its nature and to the agreement of the complainant, the Trustee will share the details of the complaint with the other trustees, and the complaint will either be dealt with immediately, or will be discussed at the next meeting of the trustees.

In the event that the complainant does not consider it appropriate that the details of their case are shared with all other trustees, they shall be asked to agree which other trustees may be informed and who may be involved in the initial evaluation of the complaint. Following an initial review by the reviewing trustees, the trustee who is being complained about shall have the right of reply to the reviewing trustees. The reviewing trustees will respond thereafter to the complainant taking into account the reply given by the trustee being complained of as well as the views of any other trustees hitherto excluded from the process.

A response will be given to the complainant, either upholding the complaint and explaining further action to be taken, providing a status report or turning down the complaint (with reasons) within seven days of the meeting of the trustees.

This Complaints Procedure shall be made available on the Foundation website.

Document History

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12/01/2018	HF/7 v1.0	AJY	12 January 2018