

# Complaints Policy & Procedure

## 2025 – 2026

<b>Centre Name</b>	Saracens Foundation
<b>Approved/Reviewed by</b>	Benjamin Lawrence
<b>Last Review Date</b>	01/07/2025
<b>Date of Next Review</b>	01/07/2026

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## 1. Introduction

1.1 Saracens Foundation is committed to delivering its charitable purposes with integrity, transparency and respect. We value feedback from beneficiaries, supporters, volunteers, staff and members of the public and recognise that complaints provide an opportunity to learn, improve and put things right.

1.2 This policy sets out how Saracens Foundation will handle complaints fairly, consistently and promptly. It applies to all activities of the charity and to all staff, volunteers and trustees.

## 2. Aims

2.1 We aim to:

- Make it easy to complain and to provide feedback
- Treat complainants courteously, seriously and with respect
- Investigate complaints fairly and proportionately
- Resolve complaints as quickly as possible
- Learn from complaints to improve our services

2.2 In handling complaints, we will:

- Be welcoming and approachable
- Listen carefully to concerns
- Be sympathetic to different views and needs
- Respect confidentiality (except where there is a legal or safeguarding obligation to share information)
- Be open and honest about what we can and cannot do

### 3. Important Information About How We Handle Complaints

#### 3.1 Who can complain

We will accept complaints from anyone who is affected by our work or has a legitimate interest in the charity, including:

- Beneficiaries and service users
- Parents or carers of beneficiaries
- Donors and supporters
- Volunteers
- Members of the public

#### 3.2 Time limits

To ensure a fair investigation, complaints should normally be made within three months of the matter giving rise to the complaint. Complaints made outside this timeframe may be considered at the charity's discretion.

#### 3.3 Anonymous complaints

We will not normally investigate anonymous complaints unless there is a clear safeguarding risk or serious concern about wrongdoing.

#### 3.4 Safeguarding and legal matters

If a complaint raises safeguarding, criminal or serious regulatory concerns, it may be referred to the appropriate authorities. This may affect our ability to meet the timescales in this policy.

#### 3.5 Vexatious or persistent complaints

Where a complaint is judged to be malicious, vexatious or part of a campaign, the Head of Foundation (or Chair of Trustees if the complaint concerns the Head of Foundation) may restrict the frequency or method of contact.

## 3.6 Confidentiality

All complaints will be handled confidentially and in line with data protection law, except where disclosure is required by law or for safeguarding reasons.

## 4. The Complaints Procedure

We operate a three-stage process. Each stage should normally be completed before moving to the next.

### Stage 1 – Informal Resolution

4.1 We encourage complainants to raise concerns as soon as possible with the staff member or volunteer most closely involved.

4.2 The aim at this stage is to resolve issues quickly and informally.

4.3 We will acknowledge informal complaints within five working days and aim to resolve them within ten working days.

### Stage 2 – Formal Complaint

4.4 If the complaint is not resolved at Stage 1, it can be made formally in writing to the Head of Foundation.

4.5 The complaint should include:

- What happened
- When it happened
- Who was involved
- What outcome is sought

4.6 We will acknowledge receipt within five working days.

4.7 The Head of Foundation (or a delegated senior manager) will investigate and respond in writing within 15 working days.

### Stage 3 – Review by Trustees

4.8 If the complainant remains dissatisfied, they may request a review by a panel of trustees within ten working days of receiving the Stage 2 response.

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4.9 The panel will consist of at least three trustees who have had no prior involvement in the complaint. One panel member may be independent of the charity where appropriate.

4.10 The panel will review the complaint and the earlier investigation. A hearing may be held at the panel's discretion.

4.11 The panel's decision will be communicated in writing within 20 working days and will be final.

### 5. Complaints About The Head of Foundation or Trustees

5.1 If the complaint concerns the Head of Foundation, it should be addressed to the Chair of Trustees.

5.2 If the complaint concerns the Chair of Trustees, it should be addressed to the Vice-Chair.

5.3 If the complaint concerns the whole Board, it should be addressed to the Charity Secretary or Governance Officer.

5.4 Such complaints will follow the same three-stage process, with appropriate adjustments to ensure independence and fairness.

### 6. Escalation to the Charity Commission

6.1 If a complainant remains dissatisfied after completing this procedure, they may refer the matter to the Charity Commission.

6.2 The Charity Commission will usually only consider complaints where:

- The charity has not followed its own complaints procedure
- There is evidence of serious mismanagement or misconduct

### 7. Resoltion

We will always aim to:

- Apologise where we have got things wrong
- Explain what happened and why
- Put things right where possible
- Take steps to prevent recurrence

## 8. Monitoring & Review

8.1 The Board of Trustees will receive an annual summary of complaints and outcomes.

8.2 This policy will be reviewed every year or sooner if required by changes in law or best practice.

## 9. Links With Other Policies

This policy should be read alongside:

- Safeguarding Policy
- Data Protection Policy
- Whistleblowing Policy
- Code of Conduct

## Appendix 1 – Contact Details

Complaints should be addressed to:

Head of Foundation  
Saracens Foundation  
StoneX Stadium  
Greenlands Lane  
Hendon  
NW4 1RL  
richardsymonds@saracens.net

Complaints about the Head of Foundation should be addressed to:

Nick Brooking  
Saracens Foundation  
StoneX Stadium  
Greenlands Lane  
Hendon  
NW4 1RL  
nickbrooking1@gmail.com

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Name: Benjamin Lawrence

Signature: 

Date: 01/07/2025

Role: Head of Operations – Saracens Foundation

I \_\_\_\_\_ can confirm that I have read and understood the policy and will adhere to the necessary reporting requirements of this policy in light of any incidents that I am aware of.

Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

## Appendix 2 - Conflict of Interest log

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Date recorded	Staff name & job title(s)	Conflict of Interest (COI)	Measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected
		<input type="checkbox"/> Centre informed awarding body/bodies of COI	<p>The following is in place (- to ensure the member of centre staff is not solely involved in making assessment decisions for the affected learner for any internally assessed component/unit):</p> <ul style="list-style-type: none"> <li>•</li> </ul>
		<input type="checkbox"/> Centre informed awarding body/bodies of COI	<ul style="list-style-type: none"> <li>•</li> </ul>

**This record will be retained until the deadline for reviews of marking has passed or until any appeal, malpractice or other results enquiry has been completed, whichever is later**