

# Complaints Policy

## EY Foundation

December 2021

Version	Date	Amendment	Main Author
December 2021	07.10.2022	Minor changes - names/roles	Nil Neale

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## 1. Introduction

The EY Foundation (“EYF”) is committed to providing the highest quality service possible to our stakeholders, partners and beneficiaries and in all the work we do. We welcome feedback where we have not met the high standards that we set ourselves. This feedback will enable us to improve what we do in the future.

## 2. Complaints Policy

### 2.1 Who this policy applies to

This policy applies to any external member of the public who has a complaint about the activities of the EY Foundation.

It does **not apply** to internal complaints by:

- EYF staff (covered by HR policies)
- others engaged in EYF business, including:
  - secondees (covered by secondment agreement)
  - volunteers (covered by volunteer policy)
  - contractors (covered in contract)
  - young people, whilst employed on EYF programmes (covered in programme agreement).

### 2.2 Aims and Purpose of this policy

The aim of this policy is to provide a clear and transparent way for anyone to raise a complaint about the EYF, the services offered, and/or the individuals that work within it.

This policy runs alongside all existing EY Foundation policies including the Volunteering Policy, specifically for volunteers, Whistleblowing Policy, specifically for those working for EYF, and the EY Foundation Child and Vulnerable Adult Protection Policy and Procedures, for anyone working closely with our young people.

This policy will be reviewed every three years, most recently in December 2021.

### 2.3 What is a complaint?

A complaint is an expression of dissatisfaction related to EYF’s work, whether justified or not. Examples of dissatisfaction may, for example, be:

- Failure to respond to your enquiries
- Failure to deliver appropriate standards or high quality of service
- Delays in providing a service

We take all complaints seriously and aim to provide a resolution as quickly as possible. You can expect to be treated with courtesy, respect and fairness at all times. In return we expect our staff involved in the handling of the complaint to be treated in the same way.

You can help EYF respond to your complaint and address it swiftly by notifying us of your complaint within 30 days of the event giving rise to it, or when you first become aware of it.

## 2.4 Confidentiality

All complaints received will be dealt with confidentially and, if you provide personal details, in accordance with the requirements of the Data Protection Act 2018.

## 2.5 Third Party Reporting

Complainants may wish to have a third party act on their behalf. A third party is any person or organisation acting on behalf of or making enquiries for the complainant. Third parties may include:

- advice organisations
- professionals e.g., social workers, community psychiatric nurses, doctors or solicitors
- family members or friends

Where a third party is helping a complainant with a particular complaint, EYF requires written consent to disclose information to them, either sent by email or to the address listed under Section 5 below. Where EYF has received this authority, all possible steps will be taken to keep the third party informed of progress on the complaint.

Note: Some lawyers and attorneys are legally empowered in certain circumstances to act on behalf of a complainant and in these cases consent to disclose information is not required.

## 3. Complaints Procedure

### 3.1 What to do if you want to raise a complaint

If you wish to raise a complaint, you can do so by email or letter to the designated complaints handling officers listed below under point 4. All relevant contact details for our complaints handling officers are also noted at the end of this document.

### 3.2 What to do if you want to raise a complaint but require reasonable adjustments

If you are disabled and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

- Calling one of the designated complaints handling officers directly (they can then help you by writing out your complaint)

If you require any alternative adjustments, please let one of the designated complaints handling officers know and alternative arrangements will be put in place where possible.

### 3.3 What information to include in your complaint

We ask that you provide us with as much information as possible, including:

- (i) the reason for your complaint
- (ii) where and when the cause for complaint arose

- (iii) names of those involved (if known)
- (iv) what outcome you are hoping for
- (v) your contact details

### 3.4 Who to send your complaint to

Please address your complaint in the first instance to the relevant designated complaints handling officer listed below. All these members of staff are senior managers and will be able to respond accordingly.

#### Programmes:

Jodie McNally: [Jodie.McNally1@eyfoundation.ey.com](mailto:Jodie.McNally1@eyfoundation.ey.com) +44 16 1234 6425

#### Corporate Partnerships:

Kathryn Eastwood: [kathryn.eastwood@eyfoundation.ey.com](mailto:kathryn.eastwood@eyfoundation.ey.com) +44 20 7951 1869

#### Fundraising:

Katie Mosses: [Katie.Mosses@eyfoundation.ey.com](mailto:Katie.Mosses@eyfoundation.ey.com) +44 20 7760 8253

#### Other:

Nil Neale: [nneale@eyfoundation.ey.com](mailto:nneale@eyfoundation.ey.com) +44 20 7980 9117

### 3.5 How your complaint will be handled

A designated complaints handling officer will acknowledge receipt of a written complaint within 5 working days. You can expect to have a full reply within 28 working days. In the case where your complaint is complex, it may not be possible to send a full reply within 28 working days of receipt. In such cases, you will be informed of the reason why and when you may expect a reply in full, keeping you informed of any progress.

### 3.6 How to escalate your complaint further if you are not satisfied

If you are not happy with the response given to your complaint you can bring this to the attention of the Chief Executive, Lynne Peabody. Please write to or email Lynne at [lpeabody@eyfoundation.ey.com](mailto:lpeabody@eyfoundation.ey.com) with details of the complaint, setting out the specific reasons why you are dissatisfied with the initial response and how you believe matters should be addressed. You can expect a formal response within a calendar month of receipt of your communication.

If you remain unhappy after this second review you may notify the Chief Executive who will escalate this further to EYF's Chair, or email [foundationboard@eyfoundation.ey.com](mailto:foundationboard@eyfoundation.ey.com) directly, which is the final stage of our escalation process.

## 4. Monitoring

All complaints and responses will be reviewed by the Chief Executive and Chief Finance Officer to ensure consistency. All complaints will be logged in a central register including the date, nature

of the complaint, investigating officer, and the outcome. Statistical information will be provided to trustees at least annually.

## 5. Further information, advice, and contact details

### **EY Foundation Contact Details:**

The EY Foundation  
1 More London Place  
London  
SE1 2AF  
United Kingdom  
**Telephone:** +44 (0)207 951 3133  
**Email:** [concerns@eyfoundation.ey.com](mailto:concerns@eyfoundation.ey.com)

### **Independent complaints bodies:**

**Independent external party (Charity Commission)**  
<https://www.gov.uk/complain-about-charity>

**Fundraising complaints**  
<https://www.fundraisingregulator.org.uk/complaints>

**Advertising complaints**  
<https://www.asa.org.uk/>

**Other serious complaints**  
<https://forms.charitycommission.gov.uk/raising-concerns/>