Pink letters on a black background

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**How we manage complaints about our Kindred Grants**

Our Commitment

At Henry Smith Foundation we set ourselves high standards and want to work in an open and accountable way that builds the trust and respect of those we work with. We take complaints seriously and treat them as an opportunity to develop. While most of the people we support with funding are happy with our service, we know that sometimes things go wrong. If you’re not completely happy, please let us know.

Definition of a Complaint

We consider a complaint to be a statement that something is wrong or not good enough in the opinion of the person making the complaint. Where someone raises concern or dissatisfaction about our service, we will treat it as a complaint.

Our Aim

We want to provide a high-quality service to everyone who contacts us for help. To do this, we aim to:

* Provide a complaints procedure which is clear, accessible, and easy to use.
* Make sure that all complaints are investigated objectively and in a timely way.
* Handle your complaint promptly, politely, and confidentially when appropriate.
* Respond appropriately – whether that’s with an explanation, an apology if we’ve made a mistake, or information on any actions we’ve taken.
* Learn from complaints to improve our service.

How to Raise a Concern  
We understand that many concerns can be resolved informally. You can often sort things out quickly by talking to a member of the Kindred team. Tell them what’s wrong, and they’ll do their best to help. If you’d rather speak to someone else, you can ask to talk to another member of the Kindred team.

You can contact our office by phone at 020 7264 4970 (Option 2) or by email at kindred@henrysmith.foundation

If your concern can’t be resolved by the Kindred team informally and you’re still unhappy, you may make a complaint .

**How to Make a Complaint**

* Email us at: [complaints@henrysmith.foundation](mailto:complaints@henrysmith.foundation)
* Call us on: 020 72644970 (option2)
* Write to us at: Henry Smith Foundation

Caledonia House

3rd Floor 223 Pentonville Road

London N1 9NG

ConfidentialityAll complaints will be handled sensitively by our team, sharing information only with those who need to know and following relevant data protection requirements.

Dealing with Your ComplaintWe will investigate and respond to all complaints about our staff and services. We have a two-stage process for dealing with complaints:

Stage One

* We will acknowledge receipt of your complaint in writing within five working days.
* We will let you know who is dealing with the complaint and when you can expect a response. Where possible, a complaint will be resolved directly with the person responsible for the issue being complained about.
* We expect to provide a definitive response within four weeks (28 days). If this is not possible, we will send you an update with an indication of when a full response will be given.
* Our response will set out the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If you’re not satisfied with the resolution at Stage One, you can ask for an independent Stage Two review, within four weeks ( 28 days) of receiving a Stage One decision.

Stage Two

* The complaint process will be lead at Director level.
* The Director may investigate the facts of the case themselves, delegate a suitably senior person to do so, or may appoint someone suitably qualified who is external to the Charity. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
* We aim to respond to Stage Two complaints within six weeks (42 days)**.** If this is not possible, we will send you an update with an indication of when a full response will be given.
* The outcome of the Stage Two process is final and will be communicated to you in writing.