

Marshall's Charity

HOW TO COMPLAIN

What can I complain about?

You can complain if you think that:

- 'maladministration' has taken place (e.g. a grant application was not subject to the advertised process, or we have delayed or made mistakes in applying our procedures)
- you were given incorrect advice or information
- you have not been treated politely
- you have been discriminated against or treated unfairly.

Your complaint is not valid if we turned down your application for funding, and it can be demonstrated that we applied our process correctly.

How do I complain?

In the first instance you should write an email or letter of complaint to the Clerk to the Trustees. Your email or letter should explain the nature of your complaint and provide the following details:

- what happened
- when it happened
- who dealt with you
- what you would like us to do to put things right

You will receive an acknowledgment of your complaint within five working days of receipt of the complaint. The Clerk will then investigate the complaint and aim to respond to you within two weeks.

If you are not satisfied with the response, or if the complaint relates to the Clerk, then you should write to the Chairman of the Trustees. The Chairman of the Trustees will acknowledge your complaint within one week and will aim to respond to you within one month.

Will my grant application be reconsidered?

If your complaint is upheld, then your grant application will only be reconsidered if:

- The application was not processed correctly
- It has been demonstrated that the office significantly misunderstood your application or ignored relevant information

If you remain dissatisfied

If having followed our complaints procedure you remain dissatisfied, then you may be able to complain to the Charity Commission i.e. for a serious complaint.