

Tessa Jowell Foundation/ TJJMF Ltd

Feedback and Complaints Policy

Policy statement

At Tessa Jowell Foundation, we provide the resources, collaboration and leadership to deliver Baroness Tessa Jowell's career defining public health legacies. Our first mission is in improving brain cancer treatment and care in the UK. The purpose of this policy is to ensure all members of Tessa Jowell Foundation's community and members of the public know how to provide feedback or make a complaint and ensure that the feedback or complaint is responded to appropriately and in a timely manner by Tessa Jowell Foundation.

Responsibility for this policy rests with TJJMF Ltd working on behalf of the Tessa Jowell Foundation.

Definition and examples of feedback and complaints

Feedback, for the purpose of this policy, is defined as an expression of a specific opinion or view on procedures, employees, partners, fundraising activities or quality of Tessa Jowell Foundation work. We are committed to ensuring the quality of our work and messaging around it and we aspire to be a great organisation to volunteer, work for and work with. Which is why feedback, including when we get things wrong, is important to us. We will ensure all comments are recorded and considered, enabling improvements to be made where appropriate.

A complaint, for the purpose of this policy, is defined as an expression of dissatisfaction about Tessa Jowell Foundation work, whether it is found to be justified or not. This policy covers complaints by our partners, employees, volunteers, supporters and members of the public in relation to:

- The standard of the work we provide to our partners and supporters
- The behaviour of staff and volunteers working for the Foundation
- Our fundraising activities and practices
- Any other aspects of our work

How do I give feedback or make a complaint?

Feedback and complaints can be submitted to the Foundation Director based at Tessa Jowell Foundation in the following ways:

- **Online** – using our contact us form on our website

- **Email** – feedback@tessajowellfoundation.org.uk
- **Phone** – 020 3137 5088: if outside of hours, leave name and contact number to request a callback to discuss issue.
- **Letter** – writing to Foundation Director, Tessa Jowell Foundation, Unit 3, 42 Orchard Road, London N6 5TR.

If you are dissatisfied with any aspects of our work or services, we want to make sure that we investigate your complaint thoroughly and provide you with a timely response. To allow us to do this, please provide as much information as possible when contacting us, including:

- The reason for your complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- The outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email).

What happens next?

Complaints received about our partners' services, their staff or their volunteers will be directed to the relevant Partner organization who should instigate their own complaints policy and procedures. Depending on the nature of the complaint against the partners we work with, Tessa Jowell Foundation may decide to investigate. Due to confidentiality and legal restrictions the Foundation may not disclose the outcome of the investigation or any information gained during the investigation. For example, the Foundation may only report that an investigation has been carried out and appropriate action taken.

We will try to resolve the problem as quickly as possible and provide you with a full response within five working days. However, sometimes we might need some extra time to investigate, in which case we will let you know when you should expect to hear from us.

We aim to resolve all complaints within 28 working days of receipt.

If, for any reason, you aren't happy with the resolution of your complaint, let us know as soon as possible. Please tell us why you were not satisfied with our response and what you would like us to do to put things right. Please either respond directly to the member of staff you have been liaising with or contact the Foundation Director as outlined above. Your complaint will be escalated to the CEO. She will review your complaint and her office will respond within 10 working days.

If you are not satisfied with the response from the CEO, your complaint will be escalated to the Foundation's Corporate Trustee, Prism the Gift Fund who will review and advise all parties of its decision within 10 working days.

Closing a complaint

Tessa Jowell Foundation will consider each complaint carefully and decide upon an appropriate course of action. All complaints will be reviewed. In some cases, it may not be possible to investigate or substantiate complaints, or it may fall outside of our responsibilities.

If you have made a complaint and provided contact details, you will be informed of any part of the investigation which may involve you directly. However, due to confidentiality and legal restrictions the Foundation may not disclose the outcome of the investigation or any information gained during the investigation, for example, The Foundation may only report that an investigation has been carried out and appropriate action taken.

All complainants will be responded to as per the procedures and time frames set out above.

If you are not satisfied with our response, you can contact the Charity Commission on 0845 300 0218 or visit their website www.charitycommission.gov.uk for advice.*

If your complaint is related to services provided in Scotland, you can contact the Office of the Scottish Charity Regulator on 01382 220446 or visit their website www.oscr.org.uk for advice.

If your complaint relates to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator, The Information Commissioner's Office (ICO) www.ico.org.uk.

All complaints related to our fundraising practices can be escalated to the Fundraising Regulator on 0300 999 3407 or on their website www.fundraisingregulator.org.uk. If you receive a response from us about a fundraising matter that you are not happy with, the Fundraising Regulator requires that you notify them of this within 8 weeks of hearing from us.

Unreasonably persistent complaints

There are a small number of complainants who, because of the frequency, nature and quality of their contact with Tessa Jowell Foundation, hinder our consideration of theirs, or other people's, complaints. We refer to such complainants as 'unreasonably persistent complainants' and, exceptionally, we will take action to limit their contact with our staff and volunteers

The decision to restrict access to our staff and volunteers will be taken by the Foundation Director in consultation with the TJF management team and will normally follow a prior warning to the complainant. Any restrictions imposed will be appropriate and proportionate. The options we are most likely to consider are:

- requesting contact in a particular form (for example, letters only);

- requiring contact to take place with a named individual;
- restricting telephone calls to specified days and times;
- and/or asking the complainant(s) to enter into an agreement about their future contact with us.

In exceptional cases contact with a complainant may be terminated without restrictions first being imposed. This will be dependent on the individual circumstances, but would be an option if the complainant's behaviour is particularly severe, or includes threats to staff or volunteers.

In all cases where we decide to treat someone as an unreasonably persistent complainant, we will write to tell the complainants why we believe their behaviour falls into that category, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it. If we decide to carry on treating someone as an unreasonably persistent complainant and we are still investigating their complaint six months later, we will carry out a review and decide if restrictions will continue.

Where a complainant whose case is closed persists in communicating with us about it, we may decide to terminate contact with that complainant about the matter. In such cases, we will read all correspondence from that complainant, but unless there is fresh evidence which affects our decision on the complaint we will simply acknowledge it or place it on the file with no acknowledgement.

New complaints from people who have come under this procedure will be treated on their merits.

Confidentiality

While the Foundation will treat any information given to us sensitively, we cannot always guarantee to keep your identity confidential as we may need to disclose your identity if required to do so by law. It should also be noted that your identity may be recognisable to others during the investigation due to the nature of the complaint, although we will endeavour to limit the risk of this where possible.

All complaints will be logged for reporting and monitoring purposes. Details of complaints are kept in accordance with our data protection policy.

Links to other policies

Other policies which may be relevant to this policy are:

- Data Protection Policy

Next review date	01/01/2022
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