



## **Harlequins Foundation Managing Complaints Policy and Procedure.**

### **1. Our Aim for this Policy.**

The Harlequins Foundation is an organisation that prides itself on being accountable. This means recognising when we get things wrong, taking steps to put things right and learning from our mistakes. Critical to us achieving this, is feedback from our key stakeholders, partners, young people and parents etc. Ultimately this feedback, whether positive or negative will enable us to continually improve and deliver real impact for the communities we serve.

### **2. The Scope of this Policy.**

This policy applies to individuals (members of the public) and/or organisations wishing to feedback, praise or complain about the performance of our programmes, fundraising activities and the conduct of trustees, employees, volunteers and third parties working on behalf of The Foundation.

This policy does not apply to our employees or volunteers and The Foundation acknowledges the existence of The Clubs (Harlequin FC) grievance policy and whistleblowing policy as well as our Safeguarding Policy to which staff who wish to make a complaint should refer to as appropriate.

### **3. Praise us**

Praise is useful it enables us to:

- Understand from our supporters and stakeholders what we do well and the difference we make.
- Provide positive feedback to our employees and volunteers.
- Influence the continued development of what we do, why and how.

### **4. Commenting on our people or our work**

Hearing what you think about us, what we do and how we do it, is equally useful, as it:

- Helps to influence decisions we may make.
- Helps us to maintain the high standards we expect of ourselves.
- Highlights critical issues and support positive change.

Whenever we receive your feedback, we will try our best to respond where possible but this may not always be feasible. Either way, you can be certain it is always appreciated.

### **5. Complaining about our people or our work**

We recognise that from time to time trustees, staff and volunteers delivering our programmes make mistakes, or get things wrong. Where this is the case and it is highlighted to us in the form of a complaint, we will always treat this with the utmost importance, ensure the complaint and any remedial actions are recorded and reported both internally and externally where appropriate.

If you decide to make a complaint, we will always take appropriate action to protect your personal information. Only the people looking into your complaint will have access to this information unless we are legally obliged to provide this information to others.

## **6. What is a complaint?**

We define a complaint as “a statement that something is wrong or dissatisfactory about the actions, or lack of, undertaken by The Harlequins Foundation, our trustees, staff, volunteers or third parties acting on our behalf.

If we are unsure as to whether your communication is a formal complaint, we will endeavour to discuss this with you to confirm this. If your complaint is made anonymously, this may not be possible.

## **7. Sharing your Praise, Comments & Complaints:**

All praise, comments or complaints should be submitted to [foundation@quins.co.uk](mailto:foundation@quins.co.uk) or by post to:

Head of Foundation,  
Harlequins Foundation,  
Twickenham Stoop,  
Langhorn Drive,  
TW2 7SX.

You may also wish to contact us on 0208 410 6000 (Monday – Friday 9.00 – 17.00)

## **8. Our complaints handling process.**

Where a complaint has been submitted, it will be acknowledged within five working days and we will explain our process and provide an estimate of how long any investigation will take before we can provide you with a formal response.

When discussing the outcome of our investigation with you and any remedial actions taken, we will also provide you with the details of how to appeal, should you wish to do so.

## **9. Appealing our Decision.**

Any appeal must be submitted to [foundation@quins.co.uk](mailto:foundation@quins.co.uk) or by post to:

Head of Foundation,  
Harlequins Foundation,  
Twickenham Stoop,  
Langhorn Drive,  
TW2 7SX.

In order to appeal you must demonstrate your appeal reaches one of the following thresholds:

- You have new information that you have yet to present.
- We have failed to consider all the information you provided in your original complaint.
- The outcome could not have reasonably been arrived at given the information you provided.

Where an appeal has been submitted, it will be acknowledged within five working days and we will explain our process and provide an estimate of how long any investigation will take before we can provide you with a formal response.

We will provide you with a final decision in writing and it will be final.

**10. Dates and Review:**

This policy came into force on 01/03/2021.

We are committed to reviewing this policy and practices annually.

This policy was last reviewed on 01/03/2021

Signed: 

Name: Marc Leckie

Position: Head of Foundation

Date: 01/03/2021.