



QUEEN VICTORIA FUND READING

Charity number 1212950

QVFR Complaints Policy and Procedure

Purpose of the Policy:

This policy sets out how QVFR will handle complaints.

We are committed to:

- Listening to concerns with respect and fairness
- Considering all complaints objectively
- Making it easy to contact us and responding promptly to all complaints, both formal and informal
- Keeping you informed about the progress of your complaint
- Being open minded and willing to learn from complaints to review and improve the way we operate

Scope of the Policy:

This policy applies to:

- Applicants or potential applicants for funding
- Partner organisations and members of the public
- Members of the public who come into contact with the Charity
- Volunteers, staff and contractors

Complaints may relate to:

- Information provided by the Charity
- The grant application process
- Behaviour of staff, volunteers or trustees
- The management of the Charity

Please note that Trustees will not enter into discussions with organisations about the outcome of funding applications although we will consider concerns and complaints about the process used. Unsuccessful applicants may re-apply for funding in the future, provided that they meet QVFR's eligibility criteria.

How we will deal with complaints:

- Comments and concerns may be raised informally with the Clerk or one of the Trustees. Some concerns may be resolved informally without the need for a formal process

Approved by Trustees 7th January 2026



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- Formal complaints must be made in writing to the Clerk (clerk@QVFRReading.org.uk)
- We will acknowledge the complaint within 5 working days
- The complaint will be investigated by one or more Trustees who are not involved in the subject matter of the complaint
- We will provide a written response within 20 working days. If for any reason this is not possible we will keep you informed of the progress of your complaint and let you know when you can expect to receive a response
- If you are not satisfied with the response you may request a review by the Trustees. In these circumstances Trustees who were not involved with the original complaint will carry out a review. Where this is not possible QVFR will approach Reading Voluntary Action for assistance with finding an alternative independent appeal panel

Confidentiality

All complaints will be treated confidentially and the details will only be shared with those Trustees involved with the investigation and appeal.

Complaints will be logged together with the outcome in a secure folder only accessible by the Clerk.

Trustees will review the subject matter of complaints to identify any trends and where improvements can be made

Review

This policy will be reviewed every two years or sooner if required by changes in legislation or practice