



COMPLAINTS POLICY

This Complaints Policy has two parts; Part 1 relates to complaints about Rosa and Part 2 relates to Complaints about other organisations.

PART 1: COMPLAINTS ABOUT ROSA

Rosa is committed to providing high quality grant making to women's and girls' organisations, but we know there may be times when we do not succeed at this. If you are unhappy about the service that we provide to you, we want to hear about it - without your feedback we cannot improve. Similarly, if you have been upset by the behaviour of a member of Rosa staff or volunteer (including a Trustee), please let us know using this complaints procedure.

We will do everything we can to investigate your complaint thoroughly and will review our procedures where necessary to stop problems happening again.

For matters concerning data protection please, also refer to the GDPR Policy. Members of staff should use Rosa's Grievance Procedure or, if appropriate, refer to the Whistleblowing Policy.

HOW TO MAKE A COMPLAINT

Please contact us on this confidential email address: confidential@rosauk.org. This email account is monitored regularly, and all complaints are logged and will be actioned. Once received, you will receive an acknowledgement from us within three working days.

We require a name and contact details, unless complainants wish to retain anonymity for their own safety.

THE COMPLAINTS PROCEDURE

Once we receive your complaint, we will assign it to the most appropriate person to deal with it. Wherever possible your complaint will be investigated in confidence, only involving those whose views are necessary to establish what has happened (there may be circumstances where this will not be possible, if for example, safeguarding concerns arise). Further information or evidence may be sought from you as part of the investigation. A response, detailing any action taken or recommendations for further action, will be sent within 20 working days of us sending you the acknowledgement, unless we have agreed another timescale with you.

If you are not satisfied with the outcome, please let us know within 20 working days. If you wish to appeal against our decision regarding your complaint, your appeal will be considered by the Chief Executive Officer (CEO) or the Chair of the Board of Trustees if the CEO is unavailable or is the subject of the complaint.

A response to your appeal, detailing any action taken or recommendations for further action, will be sent within 20 working days of receiving the appeal request, unless we have agreed another timescale with you. The response to the appeal will be final.

Step 1

- Email your complaint to confidential@rosauk.org
- An acknowledgement will be sent within three working days.

Step 2

- Further information will be requested if necessary and passed on to the relevant person within the organisation.

Step 3

- A response, detailing any action taken or recommendations for further action, will be sent within 20 working days of acknowledgement of complaint.

Step 4

- An appeal may be submitted within 20 working days of response.

Step 5

- A response to your appeal, detailing any action taken or recommendations for further action, will be sent within 20 working days of receiving the appeal request.

COMPLAINTS ABOUT ROSA'S FUNDRAISING PRACTICE

If you have a complaint about Rosa's fundraising practices, please follow the reporting procedure above. If you are not satisfied after you have received a response from Rosa, you have the right to refer your complaint directly to the Fundraising Regulator. Their contact details are:

Fundraising Regulator 50 Featherstone Street, London, EC1Y 8RT

T: 0300 999 3407.

Email: enquiries@fundraisingregulator.org.uk

The online complaints form can be accessed [here](#).



VEXATIOUS COMPLAINTS

Where we judge a complaint to be vexatious, the Complaints Policy will not apply. Reasons why a complaint might be judged to be vexatious include: it is obsessive, persistent, harassing, repetitious, offensive, or abusive.

PART 2: COMPLAINTS ABOUT OTHER ORGANISATIONS

If you are raising a concern about an organisation that we fund, we will only consider the information that you provide and take steps to address this with the grant recipient if we consider there has been a breach of the terms and conditions of our grant.

Depending on the nature of the complaint, we may encourage you to first approach the organisation concerned directly. In many cases complaints are better dealt with by the involved organisation directly.

If the complaint is regarding a registered charity and depending on the nature of the complaint, we may encourage you to approach the relevant regulator (Charity Commission of England and Wales, Office of the Scottish Charity Regulator or Charity Commission for Northern Ireland). The regulator is responsible for ensuring charities are accountable and meet their legal obligations. If the complaint is against a Community Interest Company, the [CIC Regulator](#) may be able to help.

We will only consider fraud, bribery and corruption allegations if they refer to work funded by us or a current application for funding. Where we consider fraud to have taken place, this will be reported to the police.

If your concern involves an alleged breach of the law, you should consider raising the matter with the relevant regulatory body or, in criminal matters, the police.

If your concern relates to a **safeguarding** matter, you must immediately report your concern directly to your local Safeguarding Adults Board or Safeguarding Children Partnership. If someone is at immediate risk of harm, contact the Police.

If you are a worker in the organisation you have concerns about, you may be protected by Whistleblowing laws. This applies where the concern you raise is in the public interest and shows one or more of the following: a criminal offense, a failure to comply with a legal obligation, a miscarriage of justice, a danger to the health and safety of any individual, damage to the environment, or the covering up of any of the above. You should refer to the organisation's Whistleblowing Policy for reporting channels.



Please answer the questions below to see if we are able to help you with your complaint.

Is your complaint about allegations of fraud or criminal activity outside of a work we have funded?

Yes: We are unable to investigate this sort of complaint. Contact the police by phone on 101 if you suspect illegal activity or [Action Fraud](#) to report fraud or cybercrime.

Is your complaint about employment or contractual matters?

Yes: We do not investigate this sort of complaint. We advise you to contact the organisation concerned and take the issue up with them directly. Alternatively, you may want to contact the [Advisory, Conciliation and Arbitration Service \(ACAS\)](#).

Is your complaint about how a charity is being run or any of its activities other than the way it uses our grant funding?

Yes: We do not investigate this sort of complaint. It is usually a matter for the [Charity Commission in England and Wales](#), the [Charity Commission for Northern Ireland](#) or the [Scottish Charity Regulator](#) (OSCR).

If you have answered **no** to the questions above, we may be able to help with your complaint. If you have not yet contacted the organisation you have concerns about, we ask that you do this first.

HOW TO MAKE A COMPLAINT ABOUT OTHER ORGANISATIONS

Please contact us on this confidential email address: confidential@rosauk.org. This email account is monitored regularly, and all complaints are logged and will be actioned. Once received, you will receive an acknowledgement from us within three working days.

We require a name and contact details, unless complainants wish to retain anonymity for their own safety.

COMPLAINTS PROCEDURE FOR COMPLAINTS ABOUT OTHER ORGANISATIONS

Once we receive your complaint, we will assign it to the most appropriate person to deal with it. Wherever possible your complaint will be investigated in confidence, only involving those whose

views are necessary to establish what has happened (there may be circumstances where this will not be possible, if for example, safeguarding concerns arise). Further information or evidence may be sought from you as part of the investigation.

Where possible we will respond to the original complainant with information about the outcome of our investigation, but on occasions this may not be possible.

Step 1

- Email your complaint to confidential@rosauk.org
- An acknowledgement will be sent within three working days.

Step 2

- Further information will be requested if necessary and passed on to the relevant person within the organisation.

Step 3

- A brief response, detailing any action taken or recommendations for further action, will be sent where possible within three months of the original complaint.