

JULIA RAUSING

— TRUST —

COMPLAINTS POLICY

1. Purpose

- To provide a complaints procedure which is clear and easy to use.
- To publish our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at The Julia Raising Trust knows what to do if a complaint is received.
- To make sure complaints are looked at fairly and in a timely way.
- To gather information which helps us to inform, learn and improve what we do.

2. Where Complaints Come From

Complaints may come from funding applicants, grantees, suppliers and contractors or others.

3. Complaints about other organisations

The Complaints Policy is for those wishing to make a complaint about the actions of The Julia Raising Trust and its trustees, employees and other representatives.

If you have a complaint about the actions of an organisation we fund or work with, it should be taken up directly with the organisation – using their complaints policy. If you are unsatisfied with the response you receive, then it remains your right to raise this with the relevant regulator. If you wish to make us aware about issues regarding the organisations we fund and work with, this information will be considered but may not be treated as a formal complaint under this policy.

4. Vexatious complaints

Where the Trust judges a complaint from an external party 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. If the complaint uses language that is judged to be aggressive or discriminatory then a response will not be made.

5. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

6. Responsibility

Overall responsibility for this policy and its implementation lies with the CEO.

7. Procedure

Please send complaints in writing to CEO, The Julia Rausing Trust, 250 Kings Road, London, SW3 5UE or by e-mail at admin@juliarausingtrust.org

8. Receiving Complaints

Complaints should be in writing (unless there is a specific reason not to) and we will encourage complainants by telephone or in person to send in their complaint in writing. We require a full name and contact details, unless complainants wish to retain anonymity for their own safety.

The person who receives a complaint via a phone or in person should:

- Tell the complainant that we have a complaints policy which they can view on the Trust's website if they haven't already
- Where possible / appropriate, ask the complainant to send a written account by email or post so that the complaint is recorded in the complainant's own words. Where that is not possible, write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to The Julia Rausing Trust.

9. Resolving Complaints

Stage One

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- Whether or not the complaint has been resolved, the complaint information will be passed to the CEO within one week.
- Complaints will be acknowledged by the person handling the complaint within two weeks. The acknowledgement should say who is dealing with the complaint and (where possible) when the person complaining can expect a reply.
- Ideally complainants should receive a definitive response within four weeks. If this is not possible because for example, an investigation has not been fully completed, an update should be sent with an indication of when a full reply will be given.
- The reply to the complainant should describe any action taken to review the complaint, and (where appropriate) any actions resulting from the complaint.

Stage Two

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chair of the Board of Trustees.
- The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

- Ideally complainants should receive a definitive reply within six weeks. If this is not possible because for example, an investigation has not been fully completed, the complainant should be informed with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final.

If the complainant is not satisfied with the decision, they can take their issue to the Charity Commission as regulator of the Trust.

10. Monitoring and Learning from Complaints

Complaints are reviewed annually by the Senior Management Team to identify any trends which may indicate a need to take further action.

11. Review and Updates

This Complaints Policy will be reviewed every three years and updated as necessary to reflect changes in legislation, best practices, or organisational needs.

Version: 1

Approved by the Board of Trustees on: 23/07/2025

Next review date: 23/07/2028