

Title:	Complaints Procedure
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1. Introduction

The Vivensa Foundation welcomes feedback and takes complaints seriously. We aim to deal with complaints fairly, promptly and respectfully, and to use what we learn to improve our work.

This procedure explains how a complaint can be made, how it will be handled, and what the complainant can expect.

This procedure does not replace the Foundation's right to make decisions about its activities or funding priorities. However, if someone believes we have not acted in line with our processes, they may raise a complaint.

2. What is a complaint?

Many concerns can be resolved quickly through normal communication.

We will treat a matter as a formal complaint where someone tells us they are dissatisfied with an action, decision, delay or behavior and would like it to be formally considered.

We ask that complaints are made in writing (email or post) where possible. If this is difficult, we will accept complaints in other formats and support the complainant to put their concerns on record.

3. Scope of this procedure

We will consider complaints about how we have carried out our work, including behavior, delays, failure to follow our processes, or changes made without notice.

We will not consider complaints about a funding decision itself. However, where concerns relate to how a decision was reached (for example, a process not being followed or unclear communication), this may be considered under this procedure. Complaints relating to the conduct of grant awardees, applicants or organisations that the Foundation works with need to be directed and handled through the relevant organisation's own complaints procedure. That organisation is responsible for investigating such matters. The Foundation may be informed of the outcome where appropriate."

The Vivensa Foundation will not consider complaints under this po about the conduct of grant holders, applicants or organisations the Foundation works with

4. Access to policies

We aim to ensure all relevant policies, terms and guidance are up to date and accessible on our website, or available on request. Where updates are in progress, we will ensure revised versions are published as soon as practical.

5. Confidentiality and records

Complaints will be handled sensitively. We will keep a clear record of the complaint, actions taken and outcome.

6. Process

Complaints should normally be addressed to the Chief Executive, or to the Chair of Trustees if the complaint relates to the Chief Executive.

We aim to respond within 15 working days. If this is not possible, we will explain the timeline.

7. Monitoring

The Chief Executive and Chair will review complaints annually and report to the Board where appropriate.