

The Laurel Trust
Registered Office:
10 Queen Street Place
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EC4R 1BE



Leading Learning through
Research and Innovation

The Laurel Trust
(“The Trust”)

Complaints Policy

concerning

**Grant Making and associated Educational Advancement activities
undertaken by the Trust including the actions of its Trustees and
Consultants**

Release

Version 2 – 3 July 2018

Owner:	The Laurel Trust
Possible complainants:	Schools including governing bodies, other providers including Early Years Providers, partners including HEIs, local and diocesan authorities, other educational charities, multi-provider organisations (e.g. MATs) and participants including parents, children and professional staff and volunteers applying for grants and/or working on or participating in research projects supported by Laurel Trust grants and its trustees and consultants
This policy is derived from best practice for educational charities	

Contents

1. Purpose
2. Scope
3. Introduction
4. Responsibilities
 - 4.1 Responsibilities of the Complainant
 - 4.2 Responsibilities of the Trust and the complaint procedures to be undertaken
 - 4.3 Escalation of any Serious or Unresolved Complaint

Appendix A – The Seven Principles of Public Life (based on Nolan)

Appendix B – Contact details for complaints

1. Purpose

The purpose of this publication is:

To document the procedures to make and process complaints concerning charitable grant making and associated educational activities undertaken by the Laurel Trust.

2. Scope

The scope of this publication is:

All grant making and other educational support activities provided by the Laurel Trust including actions undertaken by the trustees, commissioned consultants and professional advisers or agents.

3. Introduction

This document sets out the complaints procedures for stakeholders and other members of the public wishing to complain about the activities of the Laurel Trust.

In addition this document sets out the procedures that the trustees, consultants and professional advisers or agents of the Laurel Trust shall follow to ensure effective response and resolution of all complaints. For very serious complaints ways to escalate the complaints procedure are detailed.

When handling complaints all involved with the trust shall comply with 'The Seven Principles of Public Life' (see Appendix A).

4. Roles and Responsibilities

4.1 The Complainant(s)

Complainants may be teachers, headteachers, governors, other educationalists, parents, pupils and other educational stakeholders including local and diocesan authorities, multi-provider organisations such as MATs, HEIs and support organisations such as other educational charities.

The Complainant shall undertake the following responsibilities:

Ref	Activity
4.1 a.	Make one or more complaints in writing to be sent by post or email to one of the Complaints Officers or the Chair of the Trustees Bill Goddard (see 2.2 b – email addresses are listed in Appendix B)
4.1 b.	If necessary for a very serious matter the complainant may escalate the complaint(s) to the trustees (via the Chair of Trustees - Bill Goddard) and <i>in extremis</i> inform the statutory regulators including the Charity Commission and/or the Police

4.2 The Laurel Trust

In response to all complaints the Trust shall undertake the following responsibilities:

Ref	Activity
4.2 a.	Publish this Complaints Policy on the Trust's web site and inform any complainant by email
4.2 b.	Provide an appropriate Complaints Officer (CO) comprising the Consultant Director (Maggie Roger) who will handle complaints concerning educational issues or the Company Secretary (Ian Pearce) who will handle complaints concerning legal issues (e.g. safeguarding), governance and the trustees and may engage the Trust's solicitor Stone King PPL (Julian Blake – Partner – Charity Department) – where a complaint concerns one or both consultants the Chair of the Trustees – Bill Goddard - shall appoint one or two trustees as the CO(s) to investigate the matter independently and respond to the complainant
4.2 c.	The remitted CO shall log in the Complaints Log and acknowledge each complaint in writing by post or email
4.2 d.	If necessary the CO shall request additional information from the complainant in writing and for serious matters arrange to meet the complainant
4.2 e.	The CO shall conduct an assessment of each complaint and respond in writing by post or email to each complainant within 28 days of the receipt of the complaint and inform the trustees
4.2 f.	If the complaint has been resolved the CO shall update the Complaints Log with the response and follow up actions, inform the trustees, arrange secure retention of all information for 12 months and then ensure secure disposal of all documentation

4.3 Escalation of any Serious or Unresolved Complaint

Where the matter is very serious such as possible criminal action, non-compliance with legal obligations (e.g. safeguarding) or financial malpractice the complainant should inform the Chair of Trustees – Bill Goddard – and in extremis the appropriate statutory regulator(s) including the Charity Commission and the Police.

In response to all serious or unresolved complaints the Trust shall undertake the following responsibilities:

4.3 a.	If the complaint is serious or has not been resolved to the satisfaction of all parties then the complainant may escalate the procedure by informing the Chair of Trustees who shall arrange for the Board or a sub-group of experienced trustees and possibly an independent expert to investigate further and make every effort to resolve the matter, with professional advice from the Trust's solicitors (Stone King) and external auditors (MacIntyre Hudson) where necessary
4.3 b.	<i>In extremis</i> for very serious matters or complaints which are not resolved by the above procedures the complainant has the right to inform the relevant statutory regulator(s) including the Charity Commission (see Appendix B) and the Police and/or seek legal redress

Appendix A: The Seven Principles of Public Life

This model Code was prepared by the Nolan Committee.

- **Selflessness**
Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family or their friends.
- **Integrity**
Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.
- **Objectivity**
In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- **Accountability**
Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness**
Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty**
Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership**
Holders of public office should promote and support these principles by leadership and example. These principles form the basis of a code of conduct for staff.

Appendix B: Contact Information for Complaints

1. Chair of Governors – Bill Goddard - Email: wbillgoddard@aol.com
2. Consultant Director – Maggie Roger – Email: maggie.roger@outlook.com
3. Company Secretary and Adviser – Ian Pearce – Email: ian.pearce@ipcep-consulting.com
4. Charity Commission – visit www.charitycommission.gov.uk and see the section Complain about a Charity