

Complaint Procedure

Introduction

If you would like to make a complaint about your contact with our staff, a grant application that you have made or a grant that we have awarded you, you should use the following guidance.

Making a complaint will have no bearing on the level of service you receive from us. So, if your complaint is about a funding application, this will not affect your chances of getting a grant from us in the future.

If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.

When you can make a complaint

You can complain, if you believe that:

- We have delayed, made mistakes in, or failed to follow the procedures in our application process
- We have failed to give you access to information or have given you incorrect advice or information
- We have not treated you politely
- We have discriminated against you or not treated you fairly.
- **If your complaint is concerning a funding application, we can only review the application again if:**
 - we discover that we did not follow the published procedures for assessing your application
 - you can show that we have misunderstood a significant part of your application
 - you can show that we did not take notice of relevant information.

Rejected Applications

You may be disappointed if we turn down your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision making process correctly.



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How do I make a complaint?

Stage 1

If you are not happy with the service you have received, email info@rosauk.org or write to: Rosa c/o WRC, 4th Floor, United House, North Road, London N7 9DP

When making your complaint you should set out the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible.

Please tell us:

- What happened
- When it happened
- Who dealt with you
- What you would like us to do to put things right

Within 3 working days of receiving your complaint, we will write or phone you to confirm receipt.

You will receive a final response to your complaint within 10 working days. If we cannot give a full response in this time, we will tell you why and when you are likely to receive it.

Stage 2

If you are not satisfied with the response you receive, you can take this further by writing or emailing our Chair of Trustees:

Chair

Rosa c/o WRC, 4th Floor, United House, North Road, London N7 9DP

Or on email: info@rosauk.org with "FAO Chair of Rosa" in the subject heading

Charity Commission

The Charity Commission regulates charities in England and Wales, to ensure that the public can support charities with confidence. Please see their guidance for making a complaint about a charity.

<https://www.gov.uk/complain-about-charity>