King Charles III Charitable Fund (KCCF)
Complaints Policy & Procedure

King Charles III Charitable Fund
A company registered in England No. 06777589 and registered Charity No. 1127255
Registered office address: 3 Orchard Place, Broadway, London, SW1H 0BF

Policy statement

At KCCF we view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Overall responsibility for this policy and its implementation lies with the Trustees and the senior management team.

We will handle all complaints sensitively, record, store, manage and disclose any relevant information in accordance with data protection requirements and policies.

This policy explains how KCCF deals with complaints from all external stakeholders.

This policy does not cover matters that are subject to separate procedures, such as concerns raised by employees which are considered under either our disciplinary and grievance procedures or our whistleblowing policy.

Our policy is to:

- Provide a fair and robust complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Ensure everyone at KCCF knows what to do if a complaint is received.
- Ensure all complaints are investigated fairly and in a timely manner.
- Ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps us to improve what we do.
- Report quarterly to our Trustees, the number of complaints received, the outcomes and any actions taken.

What is a complaint?

For the purpose of this policy, a complaint is defined as an expression of dissatisfaction, whether justified or not, about any aspect of KCCF's work and the companies within the group.

If we receive correspondence that in our view does not fall under our definition of a complaint or does not raise concerns that requires detailed investigation, we will consider this under the most appropriate operational policy and procedures. This may include anonymous complaints or comments on decisions we have taken while delivering our charitable objectives.

Where complaints come from

Complaints may come from any person or organisation that has a legitimate interest in KCCF such as regulators, funders, members of the public, grantees and beneficiaries.

How to complain to KCCF

Please submit your complaint via email to **contact@kccf.org.uk** or via post to:

The Executive Director
King Charles III Charitable Fund (KCCF)
Orchard Place at the Broadway
Podium East, Broadway
London
SW1H 0BF

In order to deal quickly and fully with your complaint, please state that you are making a complaint, set out your concern in writing as clearly as possible, and provide your contact details.

Complaints procedure

How we handle complaints

Receiving complaints

The person who receives a complaint should:

- Inform the complainant that we have a complaints procedure,
- Explain what will happen next and,
- How long it will take to resolve the complaint.

How we resolve 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 should be passed to the Head of Governance & Operations within one week.

On receiving the complaint, the Head of Governance & Operations will record details in the complaints register and inform the Executive Director.

If it has not already been resolved, the Executive Director will delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this complaints procedure should be attached. Ideally complainants would receive a definitive reply within four weeks.

If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified 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.

Stage Two

We expect most complaints to be resolved at stage one. However, if the complainant feels that the complaint 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 complainant should do so within four weeks of receiving a stage one response unless there are exceptional factors for doing so later.

The request for Board level review should be acknowledged within a week of receiving it.

The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The person who receives Stage Two complaints 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.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent 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, unless the Board decides it is appropriate to seek external assistance with resolution.

Variation of the complaints procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and learning from complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Other information

All complainants will be dealt with in accordance with the procedures and time frames set out above. If you are dissatisfied with our final response, or if your concern involves serious wrongdoing or a matter that may fall within the Charity Commission's regulatory remit, you may seek further guidance from the Charity Commission at www.charitycommission.gov.uk.

Where a concern relates to suspected criminal activity, immediate risk of harm, fundraising practice, or data protection, complainants should consider contacting the appropriate authority or regulator directly, such as the police, local authority safeguarding services, the Fundraising Regulator or the Information Commissioner's Office, as applicable.

If your complaint relates to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator, the Information Commissioner's Office (ICO) www.ico.org.uk.

KCCF will also consider whether any complaint or concern requires internal escalation, trustee notification, regulatory reporting or a serious incident report in line with relevant Charity Commission guidance.

Adopted on: 6 October 2026
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