



Citrin Foundation

Complaints Handling Policy

Version control

Date	Action	Next review
	New policy	
	Policy reviewed and approved by Board	

1. Introduction and Purpose

Citrin Foundation is committed to maintaining high standards of integrity, transparency and accountability in all of its activities. We recognise that from time to time concerns or complaints may arise, and we view complaints as an opportunity to learn, improve and strengthen trust with our community.

This Complaints Handling Policy sets out a clear, fair and accessible process for raising and resolving complaints in a timely and proportionate manner.

2. Scope

This policy applies to complaints made by individuals or organisations relating to Citrin Foundation's activities, services or conduct, including complaints from:

- Patients and families;
- Researchers and research partners;
- Grant applicants or recipients;
- Employees and Trustees (where the complaint does not fall under a separate internal policy); and
- Members of the public.

This policy does not apply to:

- Employment grievances (which are dealt with under the Foundation's Grievance Policy)
- Safeguarding concerns (which must be reported and handled under the Safeguarding Policy)

Citrin Foundation is a company limited by guarantee registered in England and Wales
Registered Office: Universal Building, 364-366 Kensington High Street, Kensington, W14 8NS

E: info@citrinfoundation.org

www.citrinfoundation.org

Company Registration Number: 15940318

Registered Charity Number: 1216137



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- Data protection complaints (which are handled under the Data Protection and Privacy Policies)

3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction, whether justified or not, about the actions, decisions, services or behaviour of Citrin Foundation, its Trustees, employees or volunteers.

Complaints may be made verbally or in writing.

4. Principles

Citrin Foundation approaches complaints with a set of guiding principles that shape how every concern is managed. The process is designed to be accessible, ensuring that anyone who wishes to raise an issue can do so easily and without unnecessary barriers. Each complaint is treated with fairness, meaning it is considered impartially and without any form of bias. Confidentiality is also central to the approach: information is handled sensitively and shared only when it is genuinely required.

Complaints are dealt with in a timely manner, with prompt acknowledgement and resolution wherever possible. The Foundation treats every complaint as an opportunity to learn. The insights gained are used to strengthen policies, refine procedures and improve overall practice.

5. How to Make a Complaint

Complaints should be submitted as soon as reasonably possible after the issue arises.

Complaints may be made:

- By email;
- In writing by post; or
- Verbally (where appropriate).

Complaints should include, where possible:

- The complainant's name and contact details;
- A clear description of the issue;
- Relevant dates, individuals or activities involved; and
- The outcome sought.

Anonymous complaints will be considered at the Foundation's discretion, depending on the seriousness and credibility of the concerns raised.

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6. Complaints Handling Procedure

Stage 1 – Informal Resolution

Where appropriate, the Foundation will seek to resolve complaints informally and promptly. This may involve clarification, explanation or an apology.

The Foundation will aim to respond within 10 working days of receipt.

Stage 2 – Formal Complaint

If the complaint cannot be resolved informally, or if the complainant requests a formal review, the complaint will be escalated.

- Formal complaints must be made in writing and will be acknowledged within 5 working days.
- The complaint will be investigated by an appropriate senior individual who has not previously been involved.
- A written response will be provided within 20 working days, setting out findings, conclusions and any remedial action.

Where additional time is required, the complainant will be informed of the reasons and expected timeframe.

Stage 3 – Review by the Board

If the complainant remains dissatisfied, they may request a review by the Board of Trustees (or a delegated committee).

The Board's decision will be final.

7. Outcomes and Remedies

Where a complaint is upheld, Citrin Foundation may (i) apologise, (ii) provide an explanation or clarification, (iii) review or amend policies or procedures, or (iv) take appropriate corrective or disciplinary action

The Foundation will not normally provide financial compensation unless legally required.

8. Record Keeping

A record of all complaints and outcomes will be maintained securely.

Complaint records will be retained in accordance with the Foundation's Data Retention Policy and handled in compliance with UK data protection law.

9. Confidentiality and Data Protection

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All personal data relating to complaints will be processed lawfully, fairly and transparently in accordance with the UK GDPR and the Data Protection Act 2018.

Information will be shared only with those who need to know in order to investigate and resolve the complaint.

10. Unreasonable or Vexatious Complaints

The Foundation reserves the right to limit or refuse to progress complaints that are abusive, vexatious, repetitive or unreasonable, while ensuring that genuine concerns are properly addressed.

11. Policy Review

This policy will be reviewed annually by the Data Protection Officer and approved by the Board of Trustees, or sooner if required by law or best practice.

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