

comments and complaints policy



Comments and Complaints Policy

Key Fund welcomes the views of its customers and other stakeholders about the service it provides. Comments or Complaints help to ensure that views, preferences and suggestions can be taken into account in the development of services and, where appropriate, acted upon. In this respect, positive and negative comments are equally valuable. This procedure is not intended to be used when dealing with problems concerning the performance of Key Fund staff or officers – these will be dealt with through either the Key Fund Grievance or Disciplinary procedures.

Comments Procedure

Anyone wishing to make comments on any aspect of Key Fund's work should do so verbally or in writing, to the relevant member of staff or officer. Where a formal acknowledgement or response is required, comments should be made in writing, and a reply will be sent within 21 days.

Complaints Procedure

STAGE 1

Anyone wishing to make a complaint is encouraged to do so informally and directly with the member of staff or officer concerned. Every effort will be made to resolve the issue at this stage. Where the complainant is dissatisfied with the response or is unclear to whom the complaint should be addressed, or where the complaint is of a particularly serious nature requiring a formal response, the procedure at Stage 2 should be followed.

STAGE 2

The complaint (verbally or in writing) should be addressed in the first instance to the Operations Manager who will normally acknowledge receipt of the complaint within seven days of receipt and send the complainant a copy of the Key Fund complaints procedure. The Operations Manager may refer the matter on to the relevant staff member or officer for a reply (within 21 days). If the matter is not resolved to the satisfaction of the complainant, the procedure at Stage 3 should be followed.

STAGE 3

The complaint will be referred to the Chief Executive, and will normally be acknowledged within seven days of receipt. Following any necessary action, the Chief Executive will reply in writing within 21 days of receipt. If the matter is still not resolved to the satisfaction of the complainant, the procedure at Stage 4 should be followed.

STAGE 4

The complaint will be referred to the Board, who will invite the complainant to send up to three representatives to a meeting of a panel of not less than two members of the Board and at least one independent person (who is not a Board member, member of staff or officer of Key Fund). The panel will be appointed by the Chair of Key Fund. The meeting will be held not more than 56 days after receipt of the request and at least 14 days after the invitation to the meeting was given to the complainant. The Panel will report to the next meeting of the Board, including any recommendations for action. The decision of the Board will be final and given to the complainant in writing within seven days.

If the complaint is still not resolved to the satisfaction of the complainant, they will be encouraged to contact the Financial Ombudsman Service.

At all stages the complainant may be assisted and accompanied by another person.

At all stages the time limit may be altered by mutual agreement.

In the absence of either the Operations Manager (at Stage 2) or the Chief Executive (at Stage 3) the complaints procedure will be operated by the person appointed to deputise.