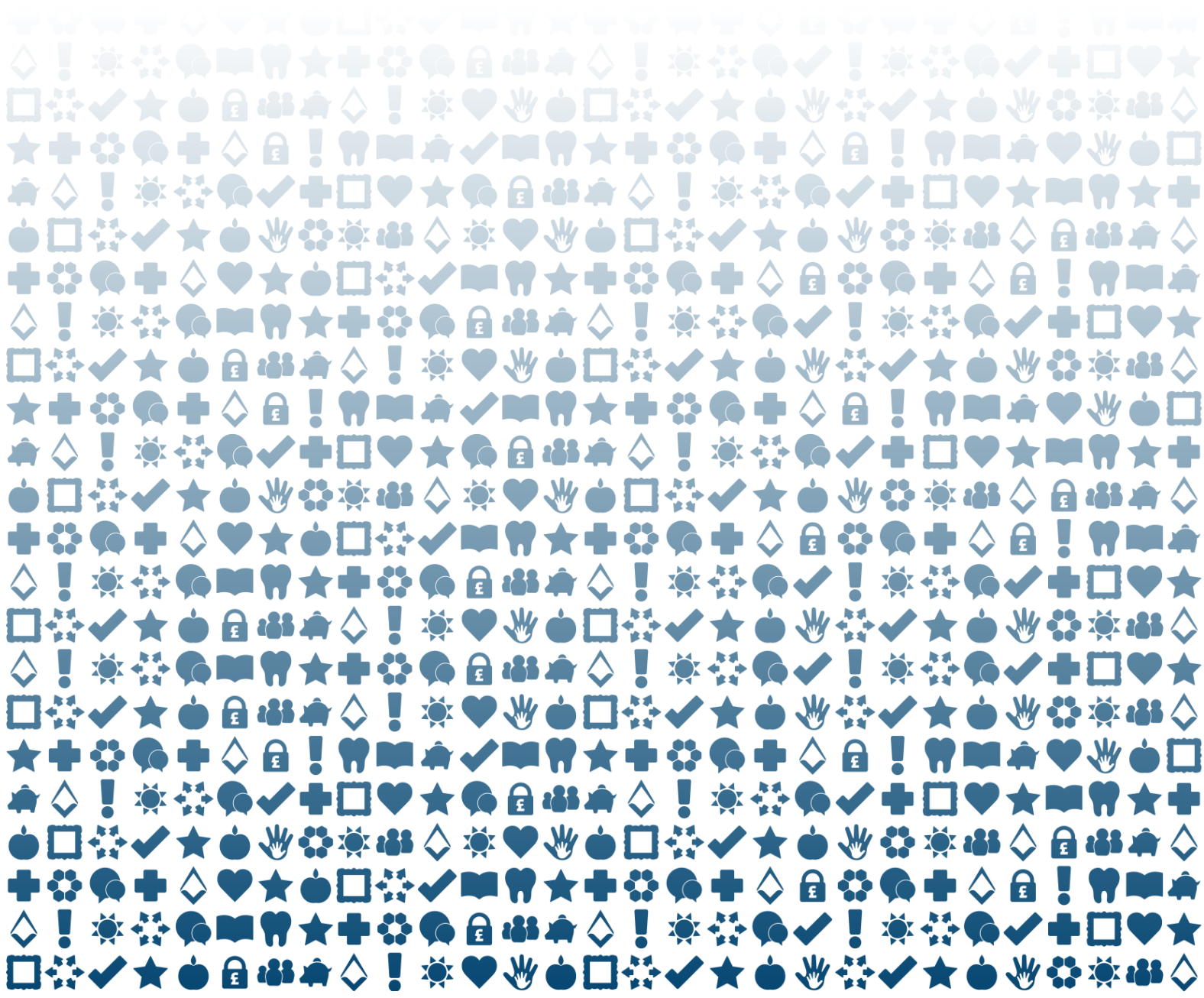


# Masonic Charitable Foundation Complaints Policy and Process



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## 1. Summary

The Masonic Charitable Foundation (MCF) aims to provide a professional and courteous service to our donors, supporters, the charities and other organisations we work with and those we provide assistance to, at all times. We welcome comments and feedback, however, we understand that occasionally people or organisations may wish to raise issues or complaints with us about our work or their experiences of engaging with us. We want to resolve matters quickly and to the satisfaction of the complainant wherever possible and be clear about the process someone should follow to have their complaint dealt with.

## 2. Complaints policy

Under this policy MCF commit to deal with a complaint as quickly as possible. MCF will ensure that the process for reviewing and responding is fair, courteous and helpful. We will also treat all complaints seriously, confidentially and in line with our equal opportunities policy. MCF will ensure that all complainants are kept informed and we will also keep written records of all complaints.

MCF recognises any expression of dissatisfaction as a potential complaint. If you are dissatisfied with the conduct of MCF employees or the service you have received please formally tell us. We will then follow our complaints processes outlined within this guidance.

All complaints will be treated with equal respect and we expect that MCF staff involved in any complaint procedures will be provided the same courtesy by the complainant.

## 3. How to submit a complaint

If you are not satisfied with how an issue has been resolved with your first point of contact with MCF you may submit a formal complaint in one of the following ways.

### 3.1. Complaints about our support to Freemasons and their families

If you are not satisfied with your application outcome, or any service you have received from the Masonic Support department, you may submit an appeal or complaint which will be dealt directly by that department in the first instance.

You can find the process for submitting a complaint or appeal on our website at: <https://mcf.org.uk/get-support/freemasons-and-families/complaints-for-masonic-support-grants/>

This process must be followed before your complaint can be escalated further.

### 3.2. Complaints about our fundraising activities

If you have a complaint in relation to our fundraising activities or the work of the Fundraising Department, you can find the process for submitting a complaint on our website at:

<https://mcf.org.uk/support-our-work/fundraising-complaints/>

This process must be followed before your complaint can be escalated further.

### **3.3. All other complaints**

All other complaints should be in writing by email or by post. If submitting a complaint by email please ensure you include the word 'Complaint' in the subject line.

By email – John McCrohan, Operations Director at [jmccrohan@mcf.org.uk](mailto:jmccrohan@mcf.org.uk)

In writing – For the attention of: John McCrohan, Operations Director, Masonic Charitable Foundation, 60 Great Queen Street, London, WC2B 5AZ.

When formally making your complaint you should include the following information:

- Your name, or the name of the complainant if you are submitting a complaint on behalf of someone else.
- Your contact details, including your address and postcode, contact telephone number and contact email address.
- Dates of contact with MCF that relate to your complaint.
- The name of the person(s) you have previously dealt with.
- Important details outlining the nature and reasons for your complaint.
- Any communications you have received in regards to your complaint.
- The resolution you are seeking.

Please note that for purposes of ensuring your complaint is dealt with swiftly and in the most efficient manner, we ask that you do not copy in any correspondents into your complaint email. It will help us to deal with your complaint more efficiently if we deal solely with the complainant or a single individual on their behalf. If you do choose to copy in any correspondents please note that we will not include them in our response(s).

## **4. Responding to your complaint**

Complaints submitted to the Masonic Support or Fundraising departments will be responded to in accordance to the timelines set out in those policies.

For all other complaints the Operations Director will assess the most appropriate person to respond to the complaint, which will typically be the Head of Department concerned, unless that person is the subject of the complaint.

We aim to acknowledge your complaint within seven working days and provide the details of the person that will be dealing with your complaint. That person will then be in contact with you and may request more information to help understand the complaint further.

We aim to provide a full response to your complaint within 30 working days.

If a complaint, once internally investigated and reviewed, indicates fault on behalf of MCF we will look to offer:

- An explanation and apology.
- A direct list of actions (with a timeline) in order to rectify the issue and reassure that the issue has been dealt with and will not happen again.
- In no instances will financial compensation be considered for any and all complaints.

## **5. If you are not satisfied with the response**

If you feel your complaint is still not satisfactorily resolved, you can apply in writing directly to the Chief Executive, Les Hutchinson, at the above address for review. You will receive a reply from the Chief Executive within 20 working days.

## **6. Vexatious or unreasonably persistent complaints**

In some instances complaints may become what we consider to be vexatious or unreasonably persistent. Vexatious complaints are those that cause harm, harassment or distress to an individual. Unreasonably persistent complaints are those that are repeatedly submitted on the same or similar issue, either while the complaint is being considered or after it has been concluded through our complaints procedures.

Similarly, someone may make a request that we cannot reasonably accommodate due to the volume of correspondence they generate or the amount of information they seek. MCF time and resources spent responding to a complaint should not be so significant as to affect our ability to provide our charitable support and services to others.

If we believe this may be the case the Operations Director will discuss the matter with the Chief Executive, or in their absence another member of the Senior Leadership Team not involved in the complaint. Together, these senior managers will agree boundaries and appropriate behaviours that they consider reasonable of a complainant. These will then be communicated to the complainant and, if these aren't adhered to, may result in the decision to decline further contact. In this instance this will be communicated to the complainant.

## **7. Data protection**

By using our complaints procedure, you agree that we can use any personal information that you send us as part of your complaint for the purposes of reviewing and investigating your complaint. We may in certain circumstances, depending on the complaint, need to refer your personal information to other staff and or departments.

## **8. The Charity Commission**

MCF is regulated by the Charity Commission for England and Wales. See the [Charity Commission's guidance](#) on making a complaint about a charity.