



The Tottenham Grammar School Foundation

Complaints Policy

1. Purpose

The Trustees of The Tottenham Grammar School Foundation are committed to operating in a transparent and accountable manner. This policy explains how anyone can raise a concern or complaint about the Foundation's activities and how it will be handled fairly and promptly.

2. Scope

A complaint is any expression of dissatisfaction about the Foundation's actions, decisions or service, whether justified or not. This policy covers complaints from grant applicants, beneficiaries, partner organisations, or members of the public.

It does not cover:

- Appeals against funding decisions (unless there is evidence of a procedural error)
- Employment or volunteer matters

3. How to make a complaint

Complaints should be made in writing and emailed to: **the Clerk to the Board of Trustees (helen.froggatt@tgsf.org.uk)**

Please include: your name, contact details and a clear description of your concern.

4. How complaints are handled

1. The Clerk will acknowledge receipt of the complaint within **10** working days.
2. The complaint will be considered by the Chair of Trustees (or another Trustee if the Chair is involved or decides to appoint another Trustee to review the complaint).
3. A written response will normally be provided within **20** working days of acknowledgment.
4. If the matter cannot be resolved in that timeframe, the complainant will be advised of the delay and the expected timescale.

5. Escalation

If you are not satisfied with the outcome, you may request that the complaint be reviewed by the Trustees collectively at their next full Trustees' meeting. The dates of all meetings are published on the Foundation's website.

If a complaint is escalated during a significant gap between Trustee meetings (for example, between late July and early October), the Chair will convene a panel of three Trustees, with

delegated authority to act on behalf of the full Board, to review the complaint and make a decision.

The Trustees' decision will be final.

6. Vexatious or Unreasonable Complaints

The Foundation is committed to dealing with all complaints fairly and impartially, and to providing a process that is accessible and transparent. However, a small number of complainants may pursue complaints in a way that is unreasonable, persistent or vexatious.

A complaint may be considered vexatious or unreasonable where, for example, it:

- Clearly has no serious purpose or value
- Is designed to cause disruption or annoyance
- Seeks to harass or has obsessive persistence without new evidence
- Contains abusive or offensive language or allegations without foundation
- Repeats issues that have already been investigated and addressed

Where a complaint is judged to be vexatious, the Foundation may decide to:

- Cease correspondence on the matter, or
- Restrict communication to a single point of contact

The complainant will be informed of this decision in writing, with a brief explanation of the reasons.

6. External review

If your concern relates to serious mismanagement, harm or misuse of charitable funds, and you believe it has not been properly addressed, you may contact the Charity Commission for England and Wales via its website: <https://www.gov.uk/complain-about-charity>

7. Record keeping and review

The Clerk will maintain a simple record of complaints received and their outcomes. The Trustees will review any complaints annually to identify any areas for improvement. This policy will be reviewed by Trustees every **two** years, or earlier if the need arises.

Approved by the Chair of Trustees: Graham Kantorowicz



Date: 11 November 2025 (Awards Committee Meeting)

Next review date: November 2027