

The Soho House Foundation

Complaints, Concerns and Feedback Procedure

Soho House Foundation follows the [Code of Fundraising Practice](#). We treat all complaints, concerns and feedback seriously and aim to handle them sensitively and professionally in line with the Fundraising Regulator's [Complaints handling guidance for charities and third-party fundraising organisations](#).

Your feedback is important to us

Soho House Foundation aims to provide a high-quality service that meets the needs of its grant recipients and beneficiaries. We believe we achieve this most of the time: if we are not getting it right, please let us know so we can learn and improve. This procedure outlines how you can give us feedback – positive or negative – in order to ensure our services remain at a high and improving standard.

We take feedback seriously and aim to respond to complaints in a timely manner: we will acknowledge receipt of complaints within three working days and aim to resolve them within 14 working days.

Definitions

We are keen to hear your feedback whether it is a complaint or concern – where one of Soho House Foundations actions, decisions or conduct has caused dissatisfaction – or any other type of feedback – where you have opinions, comments, compliments, suggestions or reactions about something we have done.

How to share your feedback

Some complaints and concerns can be resolved informally by speaking to the Soho House Foundation team member you have been working with or their manager to try and resolve the issue. If you feel this is difficult or inappropriate, please submit your feedback in accordance with this procedure.

1. **Initial communication**: You can give us feedback about any of Soho House Foundation's activities in writing by sending it:
 - a. by email to info@sohohousefoundation.org
 - b. by mail to Director of House Foundations, Soho House & Co, 180 Strand, London WC2R 1EA

All written complaints will be logged and handled sensitively on a need-to-know basis and in accordance with relevant data protection requirements.

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2. **Acknowledgment:** We will acknowledge receipt of feedback within three working days. We will take note of the feedback and your details and will inform you of this procedure and of next steps.

The team member receiving the feedback should take responsibility for the feedback in the first instance and, if the feedback is a complaint, will complete a Complaints Form, which can be obtained by contacting info@sohohousefoundation.org. The form should be uploaded to Soho House Foundation's confidential Complaints Folder and the relevant person notified. Feedback and complaints will be referred initially to the Director of House Foundations.

If the complaint relates to an individual, we will also inform them that a complaint has been made about them and they will have an opportunity to respond

3. **Response:** Often we will be able to give you a response straight away. When the matter is more complicated, we aim to investigate your complaint properly and give you a full reply within 14 working days setting out how the problem will be dealt with. If this is not possible, an interim response will be given informing you of the action taken to date or being considered.

Where the feedback is a complaint, the complaint will be investigated and resolved by a relevant team member or Trustee who, where possible, will be someone who is independent of the events complained about.

Once the investigation has been completed, we will provide you a written response describing the details of the complaint, the findings of our investigations and the reasons for our decisions. We will aim to provide clear, evidence-based reasons for our responses and ensure our decisions are proportionate, appropriate and fair. We will acknowledge if things have gone wrong and take proportionate action to put things right. We will also inform you of any changes made to our services as a result of your feedback.

The outcome and the reasons for our decisions will be recorded in our Confidential Complaints Folder. In addition, all complaints will be logged on the Complaints Register and Soho House Foundation's Chair of Trustees will be made aware of complaints.

In the unlikely event a complaint is not resolved to your satisfaction, you can request that it be escalated to our Chair of Trustees, who will review the information, make further investigations if necessary and aim to respond to you within one month.

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Appeal Process

If after we have responded you are not satisfied, you can appeal the decision by writing to the Chair of the Trustees at info@sohohousefoundation.org who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

If your complaint relates to fundraising and you are still not satisfied, you can refer your complaint to [the Fundraising Regulator](#) and make a complaint [here](#), or if your complaint relates to another area of our work you may also wish to refer the complaint to [the Charity Commission](#).

Accountability

We review complaints in our Trustee meetings and provide a summary report to the Board of Trustees on an annual basis.

We also provide information on our complaints in our annual report and accounts as required by the Charities (Protection and Social Investments) Act 2016.

This policy has been approved and authorised by:

Name	Andrew Carnie
Position	Trustee
Date	15 March 2024
Signature	