



THE WOLFSON FOUNDATION

Wolfson Foundation Complaints Procedure

The Wolfson Foundation is committed to being as transparent as possible, and to working constructively with applicants, grant holders, external stakeholders and others. We do, however, understand that disagreements can very occasionally occur. We hope that any such disagreements can be resolved through informal discussions. If it has not been possible to resolve a dispute in this manner, or if you think it unsuitable, we have a formal process for handling complaints independently of the person with whom you have the dispute.

If you have a complaint that you have been unable to resolve informally, please write to the Head of Grants and Policy, who will investigate the matter and propose a resolution. If your complaint concerns the Head of Grants and Policy, please write to the Chief Executive. Your letter should be addressed to 8 Queen Anne Street, London, W1G 9LD and marked as Confidential.

Complaints must be received in writing and must make clear that they are a formal complaint. They will be investigated in confidence, only involving those whose views are necessary to establish what has happened.

The Wolfson Foundation will not consider complaints concerning:

- The decision about whether or not to offer a grant
- The amount offered as a grant
- The specifics of Wolfson Foundation policies and eligibility criteria, which are the proper responsibility of the Trustees
- The activities of grant holders, which are properly the responsibility of grant holders.

We will send you an acknowledgement within ten working days of receiving your complaint. The matter will be investigated and a reply sent to you within one month, unless otherwise agreed in formal correspondence.