

# Complaints Policy

## Introduction

The Ruth Strauss Foundation is committed to maintaining high standards and a personal touch across all our activities in line with our spirit.

We provide emotional support for families where a parent is living with incurable cancer, raise awareness and drive research into non-smoking lung cancers, and undertake fundraising activities to enable this work. Through these efforts, many children, young people and adults engage with us each year as beneficiaries, donors and volunteers.

We are committed to providing the best experience for our stakeholders. Despite best efforts, there is always the possibility that we may not get it right and, on occasion, fail to meet the high standards that we set for ourselves.

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use
- To publicise our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at RSF knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

## Complaints

- We regard as a complaint any expression of dissatisfaction with any aspect of The Ruth Strauss Foundation which is under the control of the Charity.
- Complaints may come from any individual, volunteer or organisation.
- All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.
- Complaints are reviewed annually to identify any recurring issues which may indicate a need to take further action.

## What to do if you have a complaint

- If there is anything to do with the Ruth Strauss Foundation about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

- As we are a remote and flexible team, often the easiest way for you to register a complaint, and for us to resolve it, is by email. If you would like to discuss by phone, please send us an email and we'll call you back to hear the details from you as a priority.

You can email us at [info@ruthstraussfoundation.com](mailto:info@ruthstraussfoundation.com) or write to us at:

The Ruth Strauss Foundation  
c/o ECB Offices  
Lord's Cricket Ground  
London  
NW8 8QZ

- Verbal complaints may be made in person to any of The Ruth Strauss Foundation's staff or trustees at the same address as above or at any of our events.

### What we will do on receiving your complaint

- All complaints are reported to our Chief Executive to ensure that they are treated as a priority.
- We'll listen, record your complaint and advise you how it will be handled.
- We'll take action to resolve the problem and tell you what that action is.
- We'll investigate whenever necessary, in two key phases of complaint resolution. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are given permission to do so.
- We'll keep your complaint on our organisational records for at least 24 months and make this available for inspection by the Fundraising Regulator.
- We'll cooperate fully with the Fundraising Regulator if a complaint is referred to them and comply with any solution they propose to resolve the matter.
- At all times we will treat you with understanding and respect.
- We'll take steps to avoid a repeat occurrence.

### Complaint Management

- We cannot always respond to complaints immediately, although we will whenever possible.
- You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.
- Where a more in-depth investigation is required, we commit to providing a full response in writing within 28 days of acknowledgement of receipt of the complaint. In exceptional circumstances, where that is not possible, we will advise you.

## What if our response does not satisfy you?

- If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, within two months of receiving our response, you can contact the Fundraising Regulator, the independent regulator of charitable fundraising.  
They can be contacted via their website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) or at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH Tel: 0300 999 3407
- You have recourse to make a complaint to the Charity Commission via their website [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

## Charity Information

The Ruth Strauss Foundation

Unit F Whiteacres, Cambridge Road, Whetstone, Leicestershire LE8 6ZG

Tel: +44 (0) 1163 269 050

[www.ruthstraussfoundation.com](http://www.ruthstraussfoundation.com)

[info@ruthstraussfoundation.com](mailto:info@ruthstraussfoundation.com)

Registered Charity Number 1183221

Registered Company Number 11882736

## Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of The Ruth Strauss Foundation.

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## Version Control

This policy was adopted by the Trustees dated 1<sup>st</sup> March 2021.

This policy should be reviewed at least every 2 years.

Next review date: January 2028.

Version	Updates	Published by	Date
1.0	Original		March 2021
2.0	Updated policy – major changes	Deepa Doshi	March 2023
2.1	Updated formatting	Hazel Day	November 2023
2.2	Periodic review – minor changes to Introduction section	Ines Thiru	January 2026