



Complaints Policy

The Racing Foundation aims to work in a constructive way with grant holders, racing industry stakeholders and others; however, disagreements may sometimes occur. Most of the time these can be remedied by informal discussions with the people involved, and this is the approach that we encourage as a first step, because in most cases matters can then be resolved quickly and in a straightforward manner. However, if this does not work or is not suitable, a formal process is available for handling complaints independently of the person you are working with.

Our complaints policy aims to achieve the following:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure and the ways in which to contact us to make a complaint.
- To ensure that all employees know what to do if a complaint is received.
- To ensure that all complaints are investigated fairly and in a timely manner.
- To ensure that complaints are, where possible, resolved and that relationships are repaired.
- To learn from complaints and use them to improve our service.

The Racing Foundation will not consider complaints concerning:

- Decisions about whether to offer a grant or decline a grant application, although we will undertake to provide feedback, where appropriate and where this may be useful for applicants when submitting future applications.
- The amount of funding offered as a grant.
- Changes in Racing Foundation policies, which are properly the responsibility of Trustees.
- The activities of grant recipients, which are properly the responsibility of grant recipients.

Complaints procedure

If you have a complaint which you have been unable to resolve informally, please write to the Racing Foundation's Chief Executive, Rob Hezel, and send your letter as an attachment to: rob.hezel@racingfoundation.co.uk. Complaints must be received in writing and should make it clear that it is a formal complaint.

Once your complaint is received, we will normally send you an acknowledgement within fifteen working days of receiving your complaint. Complaints will be investigated in confidence, only involving those whose views are necessary to establish what has happened. Further information or evidence may be sought from you as part of the investigation.

A response, detailing any action taken or recommendations for further action, will be sent within thirty working days or as soon as reasonably practicable, unless we have agreed another timescale with you.

If you are not satisfied with our response to your complaint or if your complaint concerns Rob Hezel himself, please address your correspondence to the Racing Foundation's Chair – Mrs Julia Budd at The Racing Foundation, 75 High Holborn, London, WC1V 6LS. Please mark your correspondence as 'confidential' and it will be passed to the Racing Foundation's Trustees for consideration at their next Board meeting. We will confirm with you any extended time frame for providing our response to your complaint within fifteen working days of receipt or as soon as reasonably practicable. The decision of the Trustee Board is final.

The Trustees may, in some circumstances, vary the complaints procedure for good reason, such as to avoid a conflict of interest.

Policy on rights

By making a complaint you do not give up your right or access to receive future support from the Racing Foundation. Nor will any complaints or appeals submitted affect any future grant applications submitted to the Racing Foundation.

Data Protection

We will use any personal information that you send to us as part of your complaint for the purposes of reviewing and investigating your complaint and/or appeal and otherwise as necessary to review and manage the legal position of the Racing Foundation. We will keep written records of all complaints and appeals, and retain them and any other relevant personal information for the duration of any actual or potential action.

All complaints will be kept fully confidential and will only involve those Racing Foundation staff members or Trustees affected or relevant to any review process. All complaints and appeals will be treated with equal respect and we expect that Racing Foundation staff and Trustees involved in any complaint will be provided the same courtesy.