



Making a complaint to the quadstar foundation

At quadstar foundation we always aim to be friendly, helpful and transparent when talking to our applicants, quadstars and supporters.

Unfortunately, we know that sometimes we fall short and you might wish to make a complaint. We welcome all feedback that can help us improve.

If you're from an applicant organisation making a complaint will not disadvantage any future application to us.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint might be about delays, mistakes or our standard of service, or as an applicant you might have found our application process difficult to understand or unclear.

We are also committed to equal opportunities and take complaints about discrimination seriously.

If you have a concern about an organisation we have funded you can also raise this with us. This may be related specifically to their management of their grant from the quadstar foundation or may be about the conduct of the organisation generally.

What can't you complain about?

We appreciate the time and effort it takes to complete an application and know some applicants may be unhappy with our decisions. This complaints procedure is not an appeals system against properly reached grant-making decisions.

We cannot enforce the law. If you have a concern about a funded organisation that involves a breach of the law, you should consider raising the matter with the relevant regulatory body or, in criminal matters, the police.

Making a complaint

All complaints should initially be addressed in writing, via letter or email using the contact details on the 'Contact us' section of our website.

Please address all complaints to the Grants and Development Manager. If your complaint is about the Grants and Development Manager, please ensure this is made via letter and addressed to the Chair of the quadstar foundation marked 'Private and Confidential'.

When describing your complaint please be as specific as possible including (where possible) the following information:

Your contact details



what happened

when it happened

who dealt with you

what you would like us to do to put it right.

If you are making a complaint about an organisation we have funded we may need to contact them to verify the details you've provided. We will honour your anonymity, but if there are any details of the complaint you wish us to keep confidential please let us know.

How we'll respond

We will respond to your complaint within three working days of receipt outlining the action we intend to take and providing you with a point of contact at the foundation for following up your complaint.

We aim to respond in full to complaints within fifteen working days, including outlining any action taken or still to take. If for any reason we cannot respond by then we will let you know an alternative deadline.