



Complaints Policy & Procedure

Introduction

The NatWest Group Pensioners Benevolent Fund (the “Benevolent Fund”) is committed to providing a quality service and achieving the highest standards of conduct.

In the event you are dissatisfied with the conduct, standard of service, actions, or lack of action, by the Benevolent Fund you are welcome to make a complaint.

In this respect, it is the Benevolent Fund’s aim to ensure that: -

- Making a complaint is as straightforward as possible.
- We treat a complaint as any clear expression of dissatisfaction with our service which calls for a response.
- We treat it seriously whether it is made in person, by telephone, by letter, or by email.
- We deal with it promptly and politely.
- We respond in the right way - for example, with an explanation, or an apology where we have made mistakes, or information on any action taken etc.
- We learn from complaints and use them to improve our service.

Please note that grant award decisions are final and will not be revisited or overturned.

This policy, therefore, relates to expressions of dissatisfaction about the quality or nature of our services.

Complaints Procedure

1. In the first instance, complaints should ideally be made in writing and addressed to the Chair at the following address: -

The NatWest Group Pensioners Benevolent Fund, Freepost
NWGBENFUND. (No stamp required).

2. The Chair will acknowledge all complaints within 5 working days of receipt, where possible, and will keep a Register of Complaints for inspection by the Trustees. In the acknowledgement the Chair will suggest the complainant visit the Gov.UK website covering Complaints about Charities:

<https://www.gov.uk/complain-about-charity>

3. The Chair will investigate the complaint and will reach a decision regarding it. A response will be sent to the complainant within 15 working days of receipt of the complaint. This time scale may on occasion not be met, for example, where it is necessary to obtain further information from a Third Party.

4. Should the complainant not be satisfied with the response and decision or, if the complaint involves the Chair, the

5. The Hon Treasurer will acknowledge receipt of the letter within 5 working days, where possible.

6. Where the complainant has appealed to the Hon Treasurer for a review of the response, an investigation will be carried out by two of the other Trustees.

7. The appointed Trustees will aim to arrive at a decision, which is final, within 15 working days of receiving the complaint. They will notify the complainant of their conclusions and will provide a clear explanation of the reasons for reaching them.

8. All complaints received, together with a copy of the response, will be notified to all the Trustees.

9. Complaints will be monitored, and this information will inform the Benevolent Fund's plans, where appropriate.