The NatWest Group Pensioners Benevolent Fund

Registered Charity No. 277974

Complaints Policy & Procedure

Introduction

The NatWest Group Pensioners Benevolent Fund (the "Benevolent Fund") and its Trustees are 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.

To be considered by the Trustees, your complaint must be received by the Benevolent Fund by not later than three (3) months following the date of the incident giving rise to the complaint.

A complaint may be made by you ~~in person,~~ by telephone, by letter, or by email.

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 seriously, as a clear expression of dissatisfaction with our service, which calls for a response.
- We deal with your complaint 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 the services provided by the Benevolent Fund and not to the success or otherwise of a grant application.

Complaints Procedure

1. In the first instance, complaints should ideally be made in writing and addressed to the Benevolent Fund's Chair of Trustees ("the Chair")at the following address: -

The NatWest Group Pensioners Benevolent Fund,

Freepost

NWGBENFUND.

(No stamp required)

Or by telephone, calling: 0300 772 7166

Or by email to this address: contact@nwgpensbenfund.org.uk

Date of last review: May 2026
Date of next review: May 2027

2. The Chair will acknowledge all complaints within five (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 fifteen (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 Hon Treasurer will acknowledge receipt of the letter within five (5) working days, where possible.

5. 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.

6. The appointed Trustees will aim to arrive at a decision, which is final, within fifteen (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.

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

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

Review and Approval

This Complaints Policy and Procedure document will be reviewed periodically to ensure its continuing appropriateness and all changes approved at a meeting of the Trustees before being implemented.

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