

Complaints Handling Policy & Procedures

Background

1. Definitions

1.1 In this Complaints Policy & Procedures the following expressions have the following meanings:

“Appeal” means your request to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;

“Appeal Handler” means an Independent Trustee of Myriad Foundation who will handle Level Two Complaints;

“Appeal Review Board” means the Appeal Handler and two other Independent Trustees who will review the Level Two Complaints;

“Business Day” means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in United Kingdom;

“Complaint” means a complaint about services provided by Myriad Foundation, about our service provision, or about our employees, volunteers or Trustees;

“Complaint File” means an electronic data file established to store documentation relating to a Complaint;

“Complaint Form” means our standard complaints form for use by Customers, available from – <https://forms.gle/gosNHi2qQjvmp9LR9>.

“Complaint Handler” means an Independent Trustee of Myriad Foundation who will handle Level One Complaints;

“Complaints Policy” means the “Policy” section of this document;

“Complaints Procedure” means the “Procedure” section of this document;

“Complaint Reference” means a unique code assigned to your Complaint that will be used to track your Complaint;

- “Decision Letter”** means a letter sent by a Complaint Handler or Appeal Handler to a Stakeholder informing that Stakeholder of the outcome of their Complaint;
- “Independent Trustee”** means a Trustee with no involvement in the Complaint nor any familiar relation or business ties to any party involved in the Complaint;
- “Level One”** means the first stage in our complaints handling procedure under which your Complaint will be handled by a Complaint Handler;
- “Level Two”** means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint. Your Complaint will be handled by an Appeal Handler;
- “Recommendation”** means the recommended resolution to a Complaint made by a Complaint Handler or Appeal Handler;
- “Resolution Action”** means the available actions to be taken in response to a Complaint as detailed in Section 14; and
- “Trustees”** means the individuals listed as Trustees of Myriad Foundation with the Charity Commission

2. Purpose of this Complaints Policy & Procedures

- 2.1 Myriad Foundation welcomes and encourages feedback of all kinds from our Stakeholders. If you have a Complaint about our services, our service provision, or about our employees, volunteers or Trustees, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and Stakeholder experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without to external bodies. In particular, the aims of this Complaints Policy are:
- 2.2.1 To provide a clear and fair procedure for any service user, stakeholder, employee or volunteer who wish to make a Complaint about Myriad Foundation, our services, our service provision, or about our employees, volunteers or Trustees;
 - 2.2.2 To ensure that everyone working for or with Myriad Foundation knows how to handle Complaints made by our service users, employees or volunteers;
 - 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
 - 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy & Procedures Covers

- 3.1 This Complaints Policy applies to the provision of services by Myriad Foundation, to our Stakeholder service and to our employees, volunteers and Trustees.
- 3.2 For the purposes of this Complaints Policy, any reference to Myriad Foundation also includes our employees, volunteers and Trustees.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of service provided by Myriad Foundation;
 - 3.3.2 The behaviour and/or professional competence of our employees, volunteers and Trustees;
 - 3.3.3 Other problems associated with the provision of services by Myriad Foundation;
- 3.4 The following are not considered to be Complaints and should therefore be directed to the appropriate person:
 - 3.4.1 General questions about our services, donation policy or use of funds;
 - 3.4.2 Matters relating to refunds of donations;
 - 3.4.3 Matters concerning contractual or other legal disputes;
 - 3.4.4 Formal requests for the disclosure of information, for example, under the Data Protection Act;

Policy

4. Making a Complaint

- 4.1 All Complaints, whether they concern our services, our service provision, or our employees, volunteers and Trustees, should be made in one of the following ways:
 - 4.1.1 Using our Complaints Form, following the instructions included with the form;
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
 - 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
 - 4.2.3 If you are making a Complaint about a particular transaction, the invoice or contract reference;
 - 4.2.4 If you are making a Complaint about a particular employee, volunteers or Trustee of ours, the name and, where appropriate, position of that employee, volunteers or Trustee;
 - 4.2.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
 - 4.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint;
 - 4.2.7 Details of what you would like Myriad Foundation to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable

effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)

5. How We Handle Your Complaint

- 5.1 Myriad Foundation operates a two-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two.
- 5.2 As an alternative resolution method to the Complaints Procedure, Myriad Foundation also adopts an Alternative Mediation Resolution process to agree a mutually agreeable Resolution Outcome.
- 5.3 Level One:
 - 5.3.1 Upon receipt of your Complaint, the employee, volunteer or Trustee identified above in Section 4.1 will log the Complaint in our complaints log and will acknowledge receipt of it in writing within 2 Business Days, giving you a Complaint Reference.
 - 5.3.2 When we acknowledge receipt of your Complaint, we will also provide details of your Complaint Handler. This may be the Independent Trustee to whom your original Complaint was directed (as above) or your Complaint may be assigned to another appropriate member of our team.
 - 5.3.3 If your Complaint relates to a specific employee, volunteer or Trustee, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, volunteer or Trustee in question should take place only via the Complaint Handler and we respectfully ask that you do not contact the employee, volunteer or Trustee in question directly concerning the Complaint while we are working to resolve it.
 - 5.3.4 If we require any further information or evidence from you, the Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
 - 5.3.5 We aim to resolve Level One Complaints within 14 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
 - 5.3.6 At the conclusion of the Level One complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Two in the form of an Appeal.
- 5.4 Level Two:
 - 5.4.1 If you are not satisfied with the resolution of your complaint at Level One, you may appeal the decision within 7 days, and have the complaint escalated to Level Two. Appeals are handled by an Independent Trustee and will be reviewed in

conjunction with a minimum of two other Independent Trustees, forming the Appeal Review Board.

- 5.4.2 Appeals, quoting your original Complaint Reference, should be directed to your original Complaint Handler who will forward the request to an appropriate Appeal Handler. Receipt of Appeals will be acknowledged in writing within 2 days. When we acknowledge receipt of your Appeal, we will also provide details of your Appeal Handler.
- 5.4.3 If your Complaint relates to a specific employee, volunteer or Trustee, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee, volunteer or Trustee in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee, volunteer or Trustee in question directly concerning the Complaint while we are working to resolve it.
- 5.4.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.4.5 We aim to resolve Level Two Complaints within 14 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 5.4.6 At the conclusion of the Level Two procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final.
- 5.5 Complaints to the Regulator:
 - 5.5.1 As Myriad Foundation is a registered Charity, in certain circumstances Stakeholders have the right to make a complaint to the Charity Commission at any stage. Information about the kinds of complaints the Charity Commission can involve itself in and the process to make a complaint can be found on its website <https://www.gov.uk/complain-about-charity>.
- 5.6 Alternative Mediation Resolution:
 - 5.6.1 If you have a Complaint about our services, our service provision, or about our employees, volunteers or Trustees or have entered into a disagreement with our employees, volunteers or Trustees you may request a resolution through our Alternative Mediation Resolution process.
 - 5.6.2 Alternative Mediation Resolution may be requested at any point. If you have already logged a complaint, Alternative Resolution Mediation must be requested prior to the conclusion of the Level One Complaint process.
 - 5.6.3 The purpose of Alternative Mediation Resolution is to enable the parties to a Complaint to determine a mutually agreeable Resolution Outcome in a consultative and mediated process.
 - 5.6.4 The Trustees will appoint an independent Mediator to lead the process which will be an Independent Trustee.

- 5.6.5 Any party to a Complaint or disagreement may request Alternative Mediation Resolution, however the process must be mutually agreed by the parties.
- 5.6.6 If a Resolution Outcome is agreed as a result of Alternative Mediation Resolution, the Resolution Outcome will be final. If no agreement is achieved, the Complaints Procedure may be continued.
- 5.6.7 If either party to the Alternative Mediation Resolution processes fails to adhere to the Resolution Outcome the Complaints Procedure may be used.

6. Confidentiality and Data Protection

- 6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees, volunteers and Trustees of Myriad Foundation who need to know in order to handle your Complaint.
- 6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting the Trustee, whose details are provided above in Section 4.1.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 2018 and your rights under that Act.

7. Questions and Further Information

- 7.1 If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact the Trustees by email at info@myriadfoundation.org.

8. Policy Responsibility and Review

- 8.1 Overall responsibility for this Complaints Policy within Myriad Foundation and the implementation thereof lies with the Trustees.
- 8.2 This Complaints Policy is regularly reviewed and updated as required.

Procedures

9. Receipt and Recording of Complaints

- 9.1 Stakeholders may make Complaints to Myriad Foundation using any of the following methods:
 - 9.1.1 Using our Complaints Form, following the instructions included with the form;
- 9.2 Upon receipt of Complaints, the following steps should be taken within 2 Business Days:
 - 9.2.1 If a Complaints Form is received, the Complaint Handler must log the Complaint in the Complaints Log, open a Compliant File;
- 9.3 All Complaints must be given a Complaint Reference and forwarded to an appropriate Complaint Handler, selected in accordance with Section 6.1 within 2 Business Days.
- 9.4 All Complaints must be acknowledged in writing within 3 business days of receipt by the Complaint Handler. The acknowledgement should inform the Stakeholder of their Complaint Reference, their assigned Complaint Handler and should include copies of Myriad Foundation's Stakeholder Complaint Policy and this Complaints Handling Procedure.

10. Complaint Information

- 10.1 Stakeholders are advised in our Complaints Policy that the following information should be provided in as much detail as is reasonably possible when making a Complaint:
 - 10.1.1 The Stakeholder's name, address, telephone number and email address, indicating any preferred method of communication;
 - 10.1.2 If the Stakeholder is being represented by a third party, the information set out in Section 4.1.1 should be provided in reference to both parties;
 - 10.1.3 If the Complaint relates to a particular transaction, the invoice number or donor reference number;
 - 10.1.4 If the Complaint relates to a particular employee, volunteer or Trustee, the name and, where appropriate, position of that employee, volunteer or Trustee;
 - 10.1.5 Further details of the Complaint including, as appropriate, all times, dates, events, and people involved;
 - 10.1.6 Details of any documents or other evidence on which the Stakeholder wishes to rely in support of the Complaint;
 - 10.1.7 Details of how the Stakeholder would like Myriad Foundation to resolve the Complaint. Whilst we undertake to make all reasonable efforts to accommodate such requests, however, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.
- 10.2 If the information detailed in Section 10.1 is missing, insufficiently detailed, or incomplete, the Complaint Handler should contact the Stakeholder within 5 Business Days of being assigned to the Complaint to request further information.

11. Complaint Levels

- 11.1 Myriad Foundation operates a two-stage complaints handling procedure. Upon receipt, all new Complaints should be handled in accordance with the Level One procedure set

out in Section 12 below. It is our policy to use all reasonable endeavours to resolve all Complaints to Stakeholders' satisfaction at Level One.

- 11.2 If a Stakeholder is not satisfied with the resolution of their Complaint at Level One, he/she may request that the Complaint is escalated to Level Two in the form of an Appeal at which point the Complaint should be handled in accordance with the Level Two procedure set out in Section 13 below.
- 11.3 As an alternative resolution method to the Complaints Procedure, Myriad Foundation also adopts an Alternative Mediation Resolution process as detailed in Section 17 below to agree a mutually agreeable Resolution Outcome.

12. Level One Complaints

- 12.1 The Trustees are qualified and eligible Complaint Handlers for Level One Complaints.
- 12.2 Upon receipt of a Complaint, the Complaint Handler shall consider the Complaint and make a decision within 2 Business Days whether to:
 - 12.2.1 Investigate the Complaint fully if it is considered to be valid, in which case the procedure should resume from Section 12.3; or
 - 12.2.2 Dismiss the Complaint if it is considered to be invalid, in which case the Complaint Handler should inform the Stakeholder of his/her decision in writing within 2 Business Days.
- 12.3 Subject to delays arising from circumstances beyond his/her reasonable control (including, but not limited to, delays in other persons responding to communications), the Complaint Handler shall have a period of 7 Business Days in which to fully investigate the Complaint and to decide upon appropriate Resolution Action(s).
- 12.4 If the Complaint relates to (a) particular employee(s), volunteer(s) or Trustee(s) (a "Complainee" or "Complainees"), the Complaint Handler shall inform the Complainee(s) in question of the Complaint and arrange meetings AND/OR telephone calls as required to discuss the Complaint. In such cases, the Complainee(s) should not, under any circumstances, contact the Stakeholder directly regarding the Complaint. If the Stakeholder contacts the Complainee(s) directly regarding the Complaint (which they are requested not to do in our Complaints Policy), the Complainee(s) should respectfully refuse to discuss the matter, referring the Stakeholder to Section 5.2.3 of our Complaints Policy. Any such contact should be reported to the Complaint Handler.
- 12.5 If the Complaint Handler requires additional information or evidence in support of the Complaint, the Complaint Handler shall contact the Stakeholder using the Stakeholder's preferred method of communication, stating clearly what information or evidence is required. Stakeholders should be respectfully reminded that any delay in their response to such a request may delay the resolution of their Complaint, as per Section 5.2.4 of our Complaints Policy.
- 12.6 If a Stakeholder is unable or unwilling to provide information or evidence requested under Section 12.5, the Complaint Handler must nevertheless use all reasonable endeavours to resolve the Complaint. If, however, the Complaint Handler considers that it is not possible to uphold the Complaint in the absence of the requested information or evidence, he or she may close the Complaint and inform the Stakeholder of the outcome in accordance with Sections 12.9 to 12.12.
- 12.7 The Complaint Handler shall examine and evaluate the Complaint, taking full account of all relevant statements, information, evidence and circumstances and shall maintain full objectivity and fairness at all times.

- 12.8 During the investigation of the Complaint, the Complaint Handler shall have access to all records, information, employees, volunteers or Trustees that may be necessary to enable him/her to carry out an impartial and thorough investigation.
- 12.9 Following his/her examination of the Complaint, the Complaint Handler shall reach a decision within the time period set out in Section 12.3 (subject to the exceptions noted therein). Resolution Actions that may be chosen are set out in Section 14.
- 12.10 Upon reaching a decision, the Complaint Handler shall send an Investigation Report and Recommendation for review and authorisation by the Independent Trustees who shall be required to respond within 2 Business Days.
- 12.11 In the event that the Independent Trustees do not agree with the Complaint Handler's decision and/or Recommendation under Section 12.10 they must give reasons for such disagreement and the Complaint Handler shall have a further 2 Business Days to revise his/her decision and/or Recommendation and resubmit it to the Independent Trustees for review and authorisation. If, following resubmission, the Independent Trustees still do not agree with the decision and/or Recommendation, the Independent Trustees' preferred decision and/or Recommendation shall be final.
- 12.12 Upon receiving approval or a final decision under Section 12.10 or 12.11, as applicable, the Complaint Handler shall send an Investigation Report and Decision Letter to the Stakeholder by email. Decision Letters shall set out the decision, the Resolution Action(s), and shall remind the Stakeholder of their right to escalate the Complaint to Level Two. A copy of the Investigation Report and Decision Letter should be saved within the Complaints File.
- 12.13 If a delay either occurs or is considered likely to occur at any stage of the Level One procedure, the Complaint Handler shall inform the Stakeholder using the Stakeholders preferred communication method. The Stakeholder should be informed of the length or likely length of the delay and the reasons therefor.
- 12.14 The Stakeholder shall have a time limit of 7 Business Days within which to make an Appeal if he/she wishes to escalate the Complaint to Level Two.
- 12.15 Upon receipt of an Appeal, the following steps should be taken within 2 Business Days by the Complaint Handler:
 - 12.15.1 If a written Appeal is received by email, the Complaint Handler must update the Complaint Log and save any correspondence in the Complaint File;
- 12.16 All Appeals must be forwarded to an appropriate Appeal Handler, selected in accordance with Section 13.1 within 3 Business Days.
- 12.17 All Appeals must be acknowledged in writing within 2 Business Days of receipt by the Appeal Handler. The acknowledgement should inform the Stakeholder of their assigned Appeal Handler.

13. Level Two Complaints

- 13.1 The Trustees are qualified and eligible Appeal Handlers for Level Two Complaints.
- 13.2 Upon receipt of an Appeal, the Appeal Handler shall consider the Appeal and make a decision within 2 Business Days whether to:
 - 13.2.1 Investigate the Complaint fully if it is considered to be valid, in which case the procedure should resume from Section 13.3; or
 - 13.2.2 Dismiss the Complaint if it is considered to be invalid, in which case the Appeal Handler should inform the Stakeholder of his/her decision in writing within 5

Business Days. If the Complaint is so dismissed, the Complaint may be dismissed in its entirety, or the Resolution Action from Level One may stand.

- 13.3 The Appeal Handler will appoint two other Independent Trustees to investigate the Complaint in conjunction with them as the Appeal Review Board.
- 13.4 Subject to delays arising from circumstances beyond his/her reasonable control (including, but not limited to, delays in other persons responding to communications), the Appeal Review Board shall have a period of 14 Business Days in which to fully investigate the Complaint and to decide upon appropriate Resolution Action(s).
- 13.5 If the Complaint relates to (a) particular Complainee(s), the Appeal Review Board shall inform the Complainee(s) in question of the Appeal and arrange meetings and/or telephone calls as required to discuss the Complaint. In such cases, the Complainee(s) should not, under any circumstances, contact the Stakeholder directly regarding the Complaint. If the Stakeholder contacts the Complainee(s) directly regarding the Complaint (which they are requested not to do in our Complaints Policy), the Complainee(s) should respectfully refuse to discuss the matter, referring the Stakeholder to Section 5.3.3 of our Complaints Policy. Any such contact should be reported to the Appeal Handler.
- 13.6 If the Appeal Review Board requires additional information or evidence in support of the Complaint, the Appeal Handler shall contact the Stakeholder using the Stakeholder's preferred method of communication, stating clearly what information or evidence is required. Stakeholders should be respectfully reminded that any delay in their response to such a request may delay the resolution of their Complaint, as per Section 5.3.4 of our Complaints Policy.
- 13.7 If a Stakeholder is unable or unwilling to provide information or evidence requested under Section 13.6, the Appeal Review Board must nevertheless use all reasonable endeavours to resolve the Complaint. If, however, the Appeal Review Board considers that it is not possible to uphold the Complaint in the absence of the requested information or evidence, he or she may close the Complaint and inform the Stakeholder of the outcome in accordance with Sections 13.10.
- 13.8 The Appeal Review Board shall examine and evaluate the Complaint, taking full account of all relevant statements, information, evidence and circumstances and shall maintain full objectivity and fairness at all times.
- 13.9 During the investigation of the Complaint, the Appeal Review Board shall have access to all records, information, employees, volunteers or Trustees that may be necessary to enable them to carry out an impartial and thorough investigation.
- 13.10 Following their examination of the Complaint, the Appeal Review Board shall reach a decision within the time period set out in Section 13.4 (subject to the exceptions noted therein). Resolution Actions that may be chosen that may be chosen are set out in Section 14.
- 13.11 Upon reaching a decision under Section 7.9, the Appeal Review Board shall send an Investigation Report and Decision Letter to the Stakeholder by email. Decision Letters shall set out the decision and the Resolution Action(s). A copy of the Investigation Report and Decision Letter should be saved in the Complaint File.
- 13.12 If a delay either occurs or is considered likely to occur at any stage of the Level Two procedure, the Appeal Handler shall inform the Stakeholder using the Stakeholder's preferred communication method. The Stakeholder should be informed of the length or likely length of the delay and the reasons therefor.

14. Resolution Actions

- 14.1 When handling Complaints, Complaint Handlers and the Appeal Review Board may determine the Resolution Actions, as appropriate to the facts and circumstances of a Complaint.

15. Complaints to a Regulator

- 15.1 As Myriad Foundation is a registered Charity, in certain circumstances Stakeholders have the right to make a complaint to the Charity Commission at any stage. Information about the kinds of complaints the Charity Commission can involve itself in and the process to make a complaint can be found on its website <https://www.gov.uk/complain-about-charity>.
- 15.2 In the event a regulator receive a complaint in relation to Myriad Foundation, Myriad Foundation will cooperate with the regulator as appropriate.

16. Alternative Mediation Resolution

- 16.1 Alternative Mediation Resolution may be requested at any point. If you have already logged a complaint, Alternative Resolution Mediation must be requested prior to the conclusion of the Level One Complaint process.
- 16.2 Alternative Mediation Resolution may be requested by email, addressed to the Trustees at info@myriadfoundation.org or to a specific email address of one of the Trustees.
- 16.3 Upon receipt of a request for Alternative Mediation Resolution, the Trustees shall consider the case and make a decision within 2 Business Days whether to:
- 16.3.1 Admit the case to the Alternative Mediation Resolution process if the Complaint is considered to be valid, in which case the procedure should resume from Section 17.4; or
- 16.3.2 Dismiss the Complaint if it is considered to be invalid, in which case a Trustee should inform the Stakeholder of his/her decision in writing within 5 Business Days. If the Complaint is so dismissed, the Complaint may be dismissed in its entirety, or placed on the Level One Complaints process.
- 16.4 The Trustees will appoint an independent Mediator within 5 Business days to lead the process which will be an Independent Trustee.
- 16.5 Any party to a Complaint or disagreement may request Alternative Mediation Resolution, however the process must be mutually agreed by the parties.
- 16.6 If a Resolution Outcome is agreed as a result of Alternative Mediation Resolution, the Resolution Outcome will be final. If no agreement is achieved, the Complaints Procedure may be continued.
- 16.7 If either party to the Alternative Mediation Resolution processes fails to adhere to the Resolution Outcome the Complaints Procedure may be used.

17. Implementation of Resolution Actions

- 17.1 Upon the conclusion of a Complaint, whether at Level One, Level Two or Alternative Mediation Resolution the Resolution Action(s) settled upon shall require implementation in a timely manner. Responsibility for the implementation of Resolution Actions ultimately lies with the Trustees and may be delegated thereby, as appropriate.

18. Recording of Resolution Actions

- 18.1 Upon the conclusion of a Complaint and the implementation of the applicable Resolution Action(s), the Trustees shall record the outcome of the Resolution Actions on the Complaints Log and save any supporting documentation within the Complaints File.

19. Confidentiality and Data Protection

- 19.1 All Complaints, Appeals, evidence and other information gathered, held and processed under this Complaints Handling Procedure shall be treated with the utmost confidence at all times. Such information may be shared with employees, volunteers or Trustees of Myriad Foundation only to the extent required to resolve the Complaint in question in accordance with this Complaints Handling Procedure.
- 19.2 In the event that the details of a Complaint are to be used for training or quality improvement purposes, in which case they will be shared with other employees, volunteers or Trustees of Myriad Foundation beyond the scope of this Complaints Handling Procedure, the relevant Stakeholder's express permission must first be sought using that Stakeholder's preferred contact method. Personal details (that is, anything that may be used to identify the Stakeholder) shall be removed from all information so used. Such permission may be revoked at any time in accordance with the Stakeholder's right to do so under Section 6.2 of our Complaints Policy.
- 19.3 All personal information collected by Myriad Foundation (including, but not limited to, Stakeholders' names and contact details) shall only be collected, used and held in accordance with the provisions of the Data Protection Act 2018 and our Stakeholders' rights under that Act.

20. Procedure Review and Responsibility

- 20.1 Overall responsibility for this Complaints Handling Procedure and the implementation thereof lies with the Trustees.
- 20.2 This Complaints Procedure is regularly reviewed and updated as required.

Change Record

Date of Change: **Changed** **Comments:**
 By: