



Colonial Foundation - Complaints & Feedback Policy

The Foundation welcomes feedback, including concerns or complaints, from grant applicants, grant partners, and members of the public.

How to raise a concern

Feedback or complaints can be sent in writing to the CEO. Where a complaint concerns the CEO, it should be addressed to the Chair instead.

If your concern involves suspected dishonest, fraudulent, corrupt or illegal conduct, please raise it instead under our Whistleblower Policy, which provides additional confidentiality and protection from detriment.

What happens next

The Foundation will acknowledge receipt of a complaint within 5 business days, consider it fairly, and aim to provide a substantive response within 10 business days. If more time is needed, we will let you know. Serious or unresolved matters are escalated to the Board.

Confidentiality

Complaints are handled sensitively and in confidence, and any personal information provided is used only for the purpose of resolving the complaint, consistent with the Foundation's Privacy Policy.

No adverse consequence

Raising a concern in good faith will not adversely affect a current or future funding relationship with the Foundation.

Review

This policy is reviewed annually.