Complaints, Whistleblowing and Bullying & Harassment Policy
November 2025

D'Oyly Carte Charitable Trust

Purpose

The D'Oyly Carte Charitable Trust ("the Trust") is committed to maintaining high standards of integrity, transparency, and fairness in all its operations. This policy sets out how complaints and concerns will be handled, including those relating to the Trust's work, the behaviour of Trustees, or the actions of individuals engaged by the Trust. It also outlines procedures for whistleblowing and for addressing bullying or harassment.

Scope

This policy applies to Trustees, the Clerk, and any outsourced administrators or advisers, as well as members of the public, applicants, and grantees who wish to raise concerns about the Trust's activities or decisions. The Trust has no employees and no HR department. All issues will therefore be dealt with proportionately by the Trustees themselves.

Complaints

Complaints may relate to administrative errors, conduct, or failure to follow procedures. They should be made in writing to the Clerk to the Trustees. If the complaint involves the Clerk, it should go to the Chair of Trustees. Complaints will be acknowledged within 10 working days, investigated, and responded to within 30 working days. A review can be requested if the complainant remains dissatisfied.

Whistleblowing

Whistleblowing involves raising concerns about serious wrongdoing, such as fraud, financial irregularity, or breach of charity law. Concerns may be raised confidentially with the Chair of Trustees, or with the Clerk if the Chair is involved. Whistleblowers acting in good faith will not be penalised, and all reports will be handled confidentially.

Bullying & Harassment

Bullying and harassment include unwanted behaviour that offends or intimidates. Such conduct is inconsistent with the Trust's values. Concerns should first be raised informally with the Chair, or formally in writing if needed. The Chair may seek mediation or independent advice. Possible actions include mediation, censure, or removal/ termination of involvement in line with the Governing document of the charity.

Record-Keeping ad Review

A confidential log of all complaints and concerns will be maintained by the Clerk. The Board will review the log annually and this policy at least every three years.

Contact

Telephone: 0203 637 3003
Chair of Trustees **info@doylycartecharitabletrust.org**
Clerk to the Trustees: **admin@doylycartecharitabletrust.org**

Signed:

Approved: 16 November 2025

Review Date: November 2028