



COMMENT & FEEDBACK

The trustee's of London Catalyst welcome feedback on all aspects of the charity's work. We are interested in any practical suggestion to help improve our grant making and understanding of the issues affecting the charitable sector and invite you to contact our Director, Victor Willmott, directly:

Tel: **0207 021 4631**

Email: London.catalyst@peabody.org.uk

We do endeavour to treat each application fairly although with limited resources we cannot meet all requests for funding. However, we hope that our decision-making is reasonable and adheres to our charitable objects and current guidance.

We are happy to provide feedback to applicants, successful or unsuccessful, and you are advised to contact the Director in the first instance.

If you feel you may have been unfairly treated or wish to raise any specific grievance please refer to the charity's procedure for dealing with complaints:

COMPLAINTS PROCEDURE

- 1.1 The trustees try to ensure that each application that matches our priorities and guidance is considered, although there can be no guarantee of funding. However if having spoken to our Director you are not satisfied you can appeal to the Chair of Trustees.
 - 1.2 You should mark the letter 'Private & Confidential' and name the person and their office, currently:
Dr Steve Mowle (Chairman)
London Catalyst, 45 Westminster Bridge Road, London SE1 7JB
 - 1.3 You may submit the complaint by email to london.catalyst@peabody.org.uk; although it is not possible to treat this form of electronic communication as confidential.
 - 1.4 The Chair of Trustees will then consider the complaint and we will aim to respond in writing within one month from the date the complaint was received.
 - 1.5 If the complaint is initially upheld by the Chair the next stage will be for the Chair to convene an appeal panel which will make a final decision within two months from the date the complaint was received.
 - 1.6 If you feel the complaint involves a serious breach of fiduciary duty or charitable governance contact Companies House and the Charity Commission. Please note that neither regulatory body intervenes in matters of procedure or trustee decisions.
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