

Charity of Thomas Dawson
Appeals and Complaints Policy

1. The Grants Committee of the Charity of Thomas Dawson (CoTD) considers applications of grants for the educational support of young persons as defined in the CoTD scheme and also grants to the poor of the Old Parish of St Clements. Many applications come from organisations but a small number are received from individuals. All applications are considered by the Grants Committee. Applicants are required to complete a standard application form that has been approved by the Board.
2. In reaching its decision on an application the Grants Committee applies criteria approved by the CoTD Board in May 2025. Trustees who are members of the sub-committee make every effort to seek out and obtain all the information needed to enable them to reach a decision on each application.
3. The object of the enquiries and of the subsequent discussion is to ensure that the right decision is reached and that applicants understand and accept the decision reached by the Committee.
4. The CoTD acknowledges that in a very small number of instances applicants are not content with the result of their application, hence this policy.
5. In the event of a challenge the Grants Committee will seek to clarify with the applicant why they are dissatisfied with the outcome of their application and to explain the outcome further so as to resolve any confusion or uncertainty.
6. In the event of the complainant still not being satisfied, the Finance and Governance Committee of the CoTD will review the evidence and decision of the Grants Committee, obtaining such further information as they consider would assist them. There is no common membership of the two sub-committees which ensures that the application can be looked afresh and a new decision reached – which may of course be different from or the same as the original. The Finance and Governance Committee's review decision will, as with decisions made by the Grants sub-committee, go to the Board for approval. The Board's decision will be final.
7. Applications for review must be made to the General Manager at the same address as that used when applications are submitted.

Approved by the Board on: 19.7.22

Reviewed on: 20.5.25