



KFC Youth Foundation Complaints Policy

KFC Youth Foundation Complaints Policy August 2025



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Introduction

The KFC Youth Foundation supports organisations working with young people across the UK to ensure they have the chance to fulfil their potential and build a positive future. The organisations we work with provide spaces that allow young people to feel safe and secure, helping them to unlock talent, build life skills, provide mentoring or improve their chances to gain meaningful employment. We want to fund work that helps young people to create firm foundations, by addressing their needs through early intervention.

The KFC Youth Foundation is committed to providing high quality service however we do acknowledge that sometimes things can go wrong. Your comments and feedback are an opportunity for us to learn and improve and get better at what we do.

A complaint is defined as an expression of dissatisfaction with the KFC Youth Foundation, any services or information we provide and/or the behaviour of any KFC Youth Foundation representative. We take all complaints seriously and we'll be in touch as soon as we can once you've told us what's wrong. The KFC Youth Foundation is committed to resolving complaints in an appropriate, fair and timely manner.

This policy sets out how you can make a complaint and what you can expect from the KFC Youth Foundation when you do so.

Get in touch

If you would like to make a complaint, the best way to do this is by email. You can contact us at louise.norris@yum.com.

Or you can write to us at:

KFC Youth Foundation
Orion Gate
Guildford Road
Woking
GU22 7NJ

Please mark all written correspondence for the attention of the "Foundation Manager".

If you are unable to make your complaint to the "Foundation Manager" you can speak to your line manager or your Head of HR who will inform the "Foundation Manager" or will inform the Trustee responsible for safeguarding (Nick Newman, but may be updated from time to time).

KFC Youth Foundation Complaints Process

The KFC Youth Foundation takes complaints seriously and has an internal process which guides how we handle complaints.

- We will respond to a complaint within 14 days of receiving it.
- We will carry out a full investigation of your complaint and will advise you of our findings within 30 days of acknowledging receipt (provided that the incident you wish to complain about happened within three months of the date of your complaint).
- If you are not happy with our response, please let us know as soon as possible. Your complaint will be referred to a more senior representative (a Trustee), who will carry out a review and let you know the outcome within 30 days.



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- If you remain dissatisfied with our response you can contact the Charity Commission (0845 300 0218 or www.charitycommission.gov.uk) or the Office of the Scottish Charity Regulator (01382 220446 or www.oscr.org.uk) for advice.
- Please note that we may be unable to investigate and resolve complaints if they refer to an incident more than three months in the past.

The KFC Youth Foundation handles all complaints impartially and making a complaint will not affect the future level of service you receive from us.

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so. If you are able to give this permission when you contact us with details of your complaint, this can help us to start the investigation quickly.

Complaints and anonymity

The KFC Youth Foundation can usually only investigate complaints where the identity of the complainant is known so that it is possible to go back and verify information if needed. When an anonymous complaint is received of a serious nature, the KFC Youth Foundation may consider investigating if there is enough information to guide further enquiries. It may also be considered to fall outside of the complaints policy and into the safeguarding policy; please refer to the KFC Youth Foundation Safeguarding Policy for the process that will be followed.

Regulatory and legal bodies

The KFC Youth Foundation may decide to pass a complaint to regulatory or legal authorities (e.g. the Charity Commission or the police) in the UK if there is a reasonable basis to suspect that an organisation or individual have acted illegally.

Complaints About Grant making

The KFC Youth Foundation is a community grant maker, offering grants of up to £6,000 over two years to grass roots organisations working with young people in their communities. The grant making process can be found in annex 1. If an organisation or individual is unhappy about our decision making or our management of a grant, the complaints process outlined above should be followed.

Complaints about organisations funded by the KFC Youth Foundation

The KFC Youth Foundation will usually only consider complaints against funded organisations regarding:

- Failure to comply with conditions of grant.
- Allegations of inappropriate behaviour by organisation staff.
- Concern over the effectiveness or transparency of governance, financial and resource management systems.
- Allegations about an organisation or individuals within the funded organisation that, by association, may damage the Foundation's reputation.

If an individual or organisation would like to make a complaint regarding an organisation funded by the KFC Youth Foundation, they should follow the complaints procedure outlined above.

In some instances, it may be agreed that the complaint should be passed to the grant holding organisation so that they can undertake their own investigation. The KFC Youth Foundation will always seek to keep the complainant's



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identity in confidence, unless otherwise agreed with the complainant.

Updated and reviewed August 2025

Next review August 2028



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Annex 1. Grant-Making Process

Currently all our grants are applied for by potential recipient organisations, applications and grants are made in accordance with the following process:

STAGE 1 - EXPRESSION OF INTEREST

Potential organisations will respond to a publicly made funding call, they will complete an Expression of Interest which will be made up of a written application and a 2-minute video submission.

STAGE 2 - EXPRESSION OF INTEREST SHORTLISTING

The Expressions of Interest will be subject to initial assessment to ensure they meet the basic criteria for funding as set out in annex 1 by the Foundation Manager and Administrator. Eligible applicants will be shortlisted by those from within our beneficiary group and/ or with lived experience. They will be assessed against 4 criteria (who, what, why, pride) and using the Expression of Interest Shortlisting Guide. The Grant Making Committee will convene either in person or by electronic means to approve the organisations selected. Applications will be rejected or progressed to Stage 2. Beneficiary groups shortlisting will be paid £100 per shortlisting group to facilitate the session.

STAGE 3 – GRANT MAKING COMMITTEE CONVENE

Trustees will convene either in person or by electronic means to decide what will be the cut off score for applications being progressed to Stage 2

STAGE 4 – STAGE 2 APPLICATION

Organisations progressed to Stage 2 will choose to complete this stage either face to face or in a written format on SMAppl.

STAGE 5 – STAGE 2 APPLICATION SHORTLISTING

The Stage 2 application will be shortlisted via a 15 min video conference with the applicant and two Foundation representatives (from restaurant teams, trustees and above restaurant leaders). Written applications will be reviewed by two Foundation representatives. Organisations will also have to submit a number of supporting documents, including organisations governing document, latest accounts, suitable safeguarding policy and a copy of their most recent bank statement these should all be upload to our online portal, SMAppl, and complete a safeguarding questionnaire.

Face to face and written applications will be assessed against 4 criteria (who, what, why, pride) and using the Stage 2 Shortlisting Guide. Recommendations will be made to the Grant Making Committee and a decision on which organisations will receive funding, subject to Due Diligence, will be made. Those who are not successful will receive £100 for their time on the application, on a case-by-case basis. Top scoring applications will be sent to vote by KFC head office teams. The top three applications will then receive an additional £500 payment.

STAGE 6 – DUE DILIGENCE

Organisations will be reviewed and subject to a due diligence process (outlined in annex 3)

STAGE 7 – GRANT MAKING COMMITTEE CONVENE

Trustees will convene either in person or by electronic means to approve the organisations selected.
Organisations will be informed



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STAGE 8 – GRANT PAYMENT

Grants will be made to selected organisations with support from the Project and Finance Executive and with the designated authority of the Trustees and reported to the Board at quarterly meetings.

Annex 2. Basic Criteria

Potential partners should fulfil the following basic criteria:

- Be a registered charity, a registered community interest company, an unincorporated club or association or an unregistered charity.
- Align with Foundation mission to empower young people in the UK to fulfil their potential and build a positive future.
- Be for the benefit young people aged 11-25 years old
- Support those in a position of social disadvantage (i.e. care leavers, those experiencing homelessness, young carers, young parents, young people at risk of or with experience of the criminal justice system)
- Support by providing spaces that allow young people to feel safe and secure, helping to unlock talent and build life skills, provide mentoring and improve their chances to gain meaningful employment.
- Have an annual income of no more than £400,000

Annex 3. Due Diligence

Following nomination and meeting the basic criteria outlined above potential charity partners will be subject to due diligence.

They must be a reputable community partner:

- deliver services to one or more of our target groups
- have existed for at least 12 months at the time of submission
- have a signed constitution/ governing documents
- have a bank account in its own name which requires two unrelated signatories/ dual authorisation
- have an active board of trustees or directors.
- have a suitable safeguarding policy.