



CHARITY COMMISSION
FOR ENGLAND AND WALES

Sent by email only to:
clerk@redgrave-pc.gov.uk

Charity Commission
PO Box 211
Bootle
L20 7YX

T: 0300 066 9197

Our Ref: C-143156

Date: 29 November 2024

Dear Alison Spouncer

REDGRAVE AMENITIES TRUST 1052572

Thank you for your email dated 8th October with its enclosure from the Parish Council regarding the above charity. I am responding as the Assistant Director of Customer Services. I took the opportunity to have the contents of the Parish Council's letter reassessed by the Assessment team, which has delayed my response to you.

As detailed in our published Complaints Process, the purpose of the Stage 2 review is to ascertain if the Stage 1 response:

- addressed the issues of your complaint
- had been sufficiently thorough and fair
- had articulated the outcome adequately
- had adequately remedied any shortfalls in service.

I progressed your complaint in line with our complaints procedure, which can be found on our website at: Complaints procedure - [Complaints procedure - The Charity Commission - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complaints-procedure-the-charity-commission)

Your complaint

The Parish Council does not agree with the way in which the Commission managed its complaint, and it feels that the charity is in breach of its governing document. It has its own view on the interpretation on the Commission 's legal position.

The Parish Council does not agree with some decisions that have been made by the trustees such as concluding a lease agreement and extending the purposes of the charity.

Review of complaint handling

I have reviewed what you told us and also asked our assessment team to do the same. Although the Parish Council's letter does not provide any new information, it does question

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t: 0300 066 9197 (General enquiries)

w: www.gov.uk/charity-commission

the Commission's interpretation of the legal position and its decision not to intervene in the dispute.

Having sought advice, I am content with the approach previously taken by the Commission in respect of the ongoing dispute. As we have stated on multiple occasions that it is the responsibility of the trustees to resolve disputes, and we will only intervene in exceptional circumstances where:

- there are no trustees (or correctly appointed trustees) in place, and
- you can show that all attempts to resolve the dispute have failed

We have also stated that the Commission cannot determine the validity of acts carried out in the administration of a charity, such as whether trustees have been validly appointed.

You may find our guidance on disputes helpful in this case

[Disagreements and disputes in charities - GOV.UK](#) and
[Charities and litigation: a guide for trustees \(CC38\) - GOV.UK](#)

Other considerations

You raised concern that the trustees have made decisions that you do not agree with. Trustees are responsible for making decisions provided that they follow the governing document, they fall within a range of decisions that a reasonable trustee body can make, and they are in the best interest of the charity. We have not identified any evidence of wider governance issues from the additional information you have provided.

We have issued advice and guidance to the charity trustees and would expect them to act in accordance with the guidance.

Conclusion

Having reviewed all the information including our response to you at stage one of our complaints process, I agree with the assessments that we have made about the issue. The stage one clearly explained why the Commission is not taking further action.

Therefore, I do not uphold your complaint against the Commission.

I have passed your request for documents under Freedom of information to the relevant team who will be in touch in due course.

We will consider any additional evidence that the Parish Council can provide regarding its concerns, please use the raising concerns form.

[Raising Concerns - Charity Commission for England and Wales](#)

I hope that my review has assured you that the Commission has considered your concerns. Please note that we have completed our complaints process, and we will not respond again on the same issues.

Should you remain dissatisfied with the service you have received, you may wish to approach the Parliamentary and Health Service Ombudsman (PHSO) via your MP.

The PHSO considers certain complaints about the service provided by a range of bodies including the Commission. Further information is available from the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, telephone number 0345 015 4033 (www.ombudsman.org.uk/make-a-complaint).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jenny Stewart', written in a cursive style.

Jenny Stewart
Assistant Director of Registration and Customer Service