

FHPKG Governance Policies:

- **Complaints handling**
 - Any complaints received by the FHP&KG or any of the Trustees must be escalated to the Chairman immediately.
 - The Trust will maintain a log of all complaints received.
 - Any unresolved complaints must be considered for action at the next Trustee meeting.
 - Any complaints received about trustees must be considered for action by the other trustees who do not have a conflict of interest.
 - Any serious incidents identified by a complaint must be reported to the Charity Commission.
- **Safekeeping and Vulnerable beneficiaries:**
 - The FHP&KG makes grants to, or on behalf of, The Royal Parks . It relies on the Royal Parks to provide oversight to ensure the safety of any vulnerable beneficiaries impacted from any grants made by the FHP&KG.
 - The FHP&KG hold events to raise funds for and educate Members and the general public about the Parks. At all events the Friends will endeavour to ensure the safety of any vulnerable guests.
 - If any Trustees are concerned about the safety of any vulnerable guests , the Chairman of the FHP&KG should be advised.
- **Conflict of interest:**
 - FHP&KG follows the guidelines of the charity commission for controlling conflicts of interest and conflicts of loyalty. Trustees of the FHP&KG must:
 - declare the nature and extent of any interest, direct or indirect, which he or she has in a proposed transaction or arrangement with the FHP&KG or in any transaction or arrangement entered into by the FHP&KG which has not previously been declared; and
 - absent himself or herself from any discussions of the trustees in which it is possible that a conflict of interest will arise between his or her duty to act solely in the interests of the CIO and any personal interest (including but not limited to any financial interest). Any Trustee absenting himself or herself from any discussions in accordance with this clause cannot vote or be counted as part of the quorum in any decision of the Trustees on the matter.
- **Investment:**
 - Bank accounts should be kept with banks which are covered under the Government's Financial Services Compensation Scheme (FSCS). Under the terms of this scheme, the first £85,000 that is held with a single institution is totally guaranteed.
 - The FHP&KG currently uses the National Westminster bank that is covered by the FSCS scheme and is rated investment Grade by all three rating agencies.
 - If funds in the bank accounts are likely to stay for a period of time substantially over £85,000, other Investment Grade bank accounts should be opened to keep excess funds.
 - Investment in fixed income securities and equities is not currently appropriate given the size, flow of funds and risk appetite.
- **Managing volunteers**
 - The Friends do not have a formal volunteering programme
 - All volunteers agree roles and responsibilities with the Chairman
 - All volunteers need to adhere to the Friends policies on conflicts of interest and complaints.