



# Complaints Policy

## 1. Introduction

The Co-op Foundation views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

## 2. Key Principles

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To ensure Foundation staff know what to do if a complaint is received.
- To ensure all complaints are investigated fairly and promptly.
- To ensure complaints are, wherever possible, resolved and that relationships are repaired, and are escalated to the Board if this cannot be done by the Foundation Management Team.
- To gather information which helps us to improve what we do.

## 3. Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Foundation.

Complaints may come from any person or organisation that has a legitimate interest in the Foundation including Co-op members, donors and local community organisations, and can be made verbally, by phone, by email, through Social Media or in writing.

## 4. Responsibilities

### **Foundation Board**

Overall responsibility for the approval and implementation of this policy.

**This document should not be reproduced or amended outside the Co-op Foundation**

## Co-op Foundation Complaints Policy

Consideration of complaints escalated by the Head of Foundation or referred directly by the Foundation Secretary.

### Head of Foundation

Overall responsibility for the investigation and resolution of complaints, including escalating to the Board where necessary.

Providing a report on complaint volumes and outcomes to the Board at least annually.

Publishing this policy and associated contact details on the Foundation website.

## 5. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## 6. Policy Review

This policy will be reviewed every three years unless a significant legal or regulatory change prompts an earlier review.

## 7. Document control

This policy was approved by the Co-op Foundation Board on 13 July 2017.

## 8. Contact details

Written complaints regarding the Co-op Foundation may be sent by post to Jim Cooke, Head of Foundation, Co-op Foundation, 8<sup>th</sup> Floor, 1 Angel Square, Manchester, M60 0AG or by e-mail at [jim.cooke@coop.co.uk](mailto:jim.cooke@coop.co.uk)

Verbal complaints may be made by phone to Jim Cooke on 0161 692 4614 or in person to any of the Co-op Foundation's staff or Trustees.

Should you wish to refer a complaint directly to the Foundation Board, please contact the Foundation Secretary, Steve Fowler in writing at 9<sup>th</sup> Floor, 1 Angel Square, Manchester, M60 0AG, by e-mail at [steve.fowler@co-op.co.uk](mailto:steve.fowler@co-op.co.uk), or by phone on 0161 692 3565.