



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, 8th Floor, 1 Angel Square, Manchester, M60 0AG or by e-mail at 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 9th Floor, 1 Angel Square, Manchester, M60 0AG, by e-mail at steve.fowler@co-op.co.uk, or by phone on 0161 692 3565.