

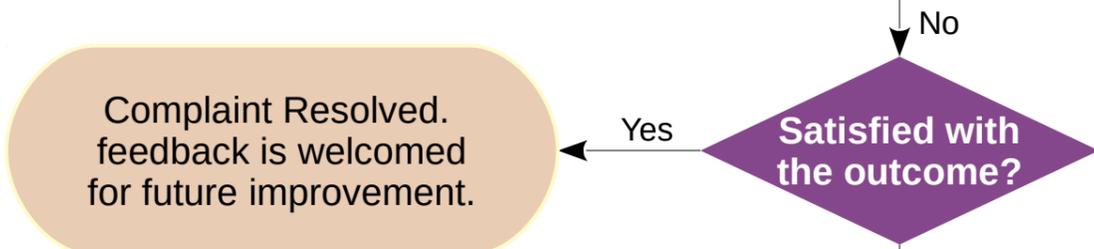
# Good Things Foundation Complaints Procedure

Good things Foundation believes that anyone affected by our services should feel able to make a complaint, knowing that it will be fairly investigated..

The following flowchart summarises the various stages of our complaints procedure:

## Stage 1- Informal Complaint

Bring your complaint to the attention of the appropriate member of staff (if in doubt contact the Head of the appropriate Department. They will attempt to resolve the complaint, and inform you of what steps ( if any ) will be taken.



## Stage 2 - Formal Complaint

### What do we need to know?

- 1) Your name (optional)
- 2) Details of the complaint
- 3) The impact of the complaint
- 4) confirmation that you attempted to resolve the complaint informally first
- 5) Why you are not satisfied with the outcome
- 6) Preferred method of contact

### How can you tell us?

- 1) In Person
- 2) Website
- 3) E-mail
- 4) Telephone

5) Post

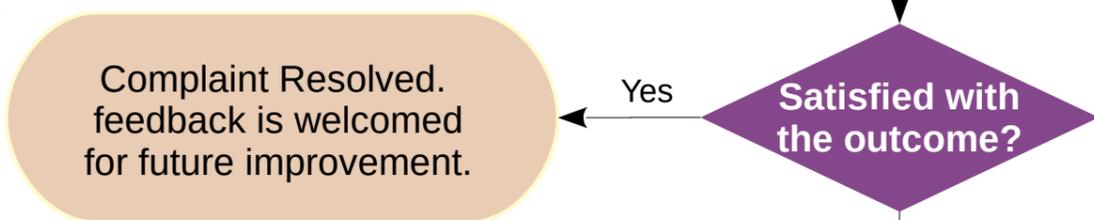
6) Social Media

**Complete list of contact details below**

## Stage 2 - Formal Complaint

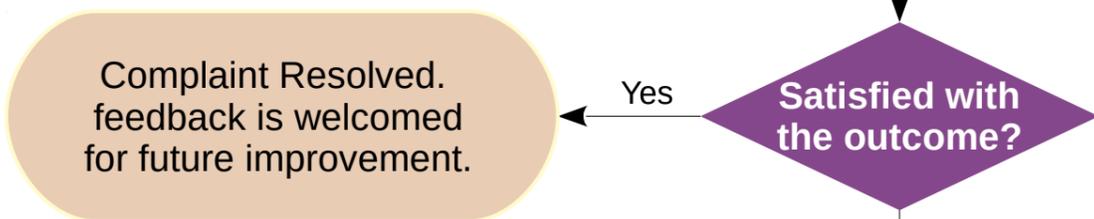
### What Happens next?

- 1) Once you submit a complaint, it will be logged in our database. You will receive an acknowledgement within 2 working days of receipt.
- 2) We will investigate the complaint with the appropriate head of department.
- 3) We aim to resolve your complaint within 5 working days and inform you of the outcome. In cases where this is not possible, we will contact you informing you of the progress of the investigation including any further steps we may need to take.



## Stage 3 - Appeal

If you are still unsatisfied with the outcome of your complaint. Please use any of the Contact Methods listed below to contact the Good Things Foundation Company Secretary who will decide on the next steps to take.



**External Review**  
If you wish to take the matter further, Please contact the Charities Commission

### How to Contact Us

**Website:** [www.goodthingsfoundation.org](http://www.goodthingsfoundation.org)

**E-mail:**

[complaints@goodthingsfoundation.org](mailto:complaints@goodthingsfoundation.org)

**Telephone:** 01143491666

**Social Media:**  

**Post/In Person:** Good Things Foundation  
1st Floor, 1 East Parade  
Sheffield S1 2ET

If you intend to make a complaint, you should read the full complaints procedure and complaints policy. If you have any queries on the procedure, email: [complaints@goodthingsfoundation.org](mailto:complaints@goodthingsfoundation.org)