



Good Things Foundation

Complaints Procedure

Version 4: August 2025
Review due: August 2026

We believe that anyone affected by our services should be able to make a complaint, knowing it will be fairly investigated.

To this end, we have a detailed complaints procedure.

You can make a complaint in two ways:

- 1) An informal complaint using the contact details below. We hope to resolve these quickly, without the need for further action
- 2) A formal complaint, which may follow on from informal complaints. These will be acknowledged within two working days and we will aim to resolve within five working days, working with relevant departments internally. If we are not able to resolve the complaint within five working days, we will get in touch with you to inform you of the progress of the investigation and any further steps.

If you feel your complaint has not been resolved, you can appeal any decision following our complaints procedure below.

To make a formal complaint please contact us at:

- Email: complaints@goodthingsfoundation.org
- Phone: 0114 349 1666
- Or in writing: Good Things Foundation, Showroom Workstation, 15 Paternoster Row, Sheffield, S1 2BX

For more information, please see our full complaints procedure below Fig 1.

If, following appeal you are still unsatisfied with the outcome of your complaint and you wish to take things further the primary body is the Charity Commission, while specific fundraising complaints are covered by the Fundraising Regulator (www.fundraisingregulator.org.uk). You can also contact the Information Commissioner's Office if your complaint relates to matters of data protection or freedom of information.

Good Things Foundation Complaint 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 will inform you of what steps (if any) will be taken.

no

yes

Satisfied with the outcome?

Complaint Resolved.
Feedback is welcomed for future improvement

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 were not satisfied with the outcome
6. Preferred method of contact.

Stage 2 – Formal Complaint

How can you tell us?

1. Email
2. Phone
3. Post
4. Social Media
5. Website

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.

Your paragraph text

Satisfied with the outcome?

yes

Complaint Resolved.
Feedback is welcomed for future improvement

no

Stage 3 – Appeal

If you are still unsatisfied with the outcome of your complaint please use one of the contact methods above to contact the Good Things Foundation Company Secretary who will decide on the next steps to take.

Satisfied with the outcome?

yes

Complaint Resolved.
Feedback is welcomed for future improvement

no

External Review

If you wish to take the matter further please contact the Charities Commission, or the Information Commissioner's Office if your complaint relates to data protection or freedom of information

Change Control Log

Date of Change	Detail	Section
September 2024	Logo replaced with new branding	Header
September 2024	New version created and version dates updated	Opening text box
September 2024	Office address updated	Main body of text
September 2024	Font changed to Poppins in line with new branding	Main body of text
August 2025	Addition of reference to Information Commissioner's Office	Main body of text Flow diagram