



## Complaints Procedure

You can complain to The Greggs Foundation (“the Foundation”) about:

- a service we have provided
- a decision we have made
- a freedom of information (FOI) or data protection decision.

### Complain about a service we have provided

We are committed to providing the best service we can. But there may be a time you need to complain about a service we have provided.

This complaints procedure is for:

- people who have received a service from us and are not happy
- people who feel they have not received a service that we said we would provide
- people who feel a decision made by us affecting them or their organisation was unfair

We will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially

You should complain within 3 months of the event or outcome that you are complaining about. You need to tell us:

- what you think went wrong
- what you think we should do to put it right

When someone else complains on your behalf, we need written confirmation from you saying that you agree for them act for you.

### What happens next

At first, someone who has not been involved with your original case will look fairly at your case and will consider:

- complaints about the standard of service experienced
- your dissatisfaction with a course of action taken by the Foundation

The reviewer will look into your complaint and will aim to respond to you within 30 working days. They will tell you the:



- conclusions from their review
- reasons for the outcome

**If you are not satisfied**

If you are unhappy with the outcome of the first review, you have 1 month to ask for your complaint to be reviewed by the Foundation Manager. If the complaint is about the Foundation Manager your complaint will be reviewed by another member of the senior leadership team in the Foundation. They will look at how the first review was handled, specifically if it:

- addressed the issues of your complaint
- fixed any shortfalls in our service
- conveyed the outcome clearly
- was thorough and fair

They will aim to let you know the outcome within 30 working days. This will be our final response to your complaint. If you remain dissatisfied, you may wish to consider contacting the Fundraising Regulator.