

## Asda Foundation - Concerns and Complaints Policy

### Policy Statement

Asda Foundation takes concerns and complaints seriously. We aim to provide a thorough and high level of service, but sometimes we might get it wrong.

This policy provides the Asda Foundation with the opportunity to put things right for the person or organisation that has raised the concern or complaint. It is also an opportunity for us to learn and improve for the future so the repeat of incidents can be prevented.

The aim of this policy is to ensure that:

- Concerns and complains are as easy as possible to make
- We treat all concerns and complaints seriously
- We acknowledge concerns and complaints quickly
- We update and keep you informed on the progress of your concern or complaint
- We provide feedback and any changes we have made to ensure it isn't repeated

All concerns and/or complaints regarding Asda Foundation activity will be managed by the Asda Foundation Manager. No concerns or complaints will be managed at a local level by an Asda store Manager or Community Champion.

### Definition of a concern or complaint

A concern is when someone is worried or unhappy about a decision or situation or has something they would like to raise informally with the Asda Foundation.

A complaint is a more formal expression of dissatisfaction.

### Concern and Complaint Procedures

A concern or complaint can be raised about any aspect of the work the Asda Foundation undertakes.

### Concern

If you would like to raise a concern, please contact the colleague from the Asda Foundation who you have been dealing with. Alternatively, please call the Asda Foundation on 0113 8263000 or email the Foundation inbox [asdafoundation@asda.co.uk](mailto:asdafoundation@asda.co.uk) with 'raising a concern' in the subject line.

This is the most effective way for us to find out exactly what has happened and to strive to resolve things quickly and simply – and hopefully to your satisfaction.

A concern raised in this way is not treated as part of our formal complaints procedure. As a result it will not be formally logged or monitored but we will take appropriate action to try to alleviate the concern.

If you do not feel your concern has been suitably resolved at this point, it will need to be escalated and you will need to follow our complaints procedure, which is set out on the following page.

### Complaints

If the outcome of your concern has not been satisfactory or you wish to raise a more formal expression of dissatisfaction you will need to raise a complaint.

Complaints should be made in writing (email or letter) and sent to the Asda Foundation Manager. [asdafoundation@asda.co.uk](mailto:asdafoundation@asda.co.uk) or Private and Confidential, Asda Foundation Manager, Asda House, Great Wilson St, Leeds LS11 5AD.

Complaints will not be managed by an Asda store Manager or Community Champion.

To help us deal with your complaint, your email or letter should include:

- Your full name and if possible a contact telephone number
- What the complaint is about, please give as much detail as possible
- Any Asda Store or Asda Foundation colleagues involved
- The outcome following the concern procedure and why this wasn't suitably resolved
- What you would ideally like to happen to resolve your complaint
- Any suggestions you have to improve or prevent incidents in the future

### How your complaint will be dealt with

- 1) Your email/letter will be acknowledged within 7 days of receiving it.
- 2) The Foundation Manager will investigate the matter and may contact you for further supporting information.
- 3) We will respond within 28 days of receiving the complaint. We will inform you of any action taken. If 28 days has not allowed us to fully conclude our investigation, we will continue to keep you updated until a conclusion is reached.
- 4) If the Foundation Manager feels it is appropriate, a trustee will join the investigation as an independent assessor. You will be notified if this action is taken.
- 5) You will receive in writing the final outcome of your complaint and the explanation of how we reached this decision.
- 6) The decision made by the Foundation Manager and/or trustee is final.

All complaints will be logged including outcomes and will be reported on a monthly basis to trustees.

If your complaint is regarding the Foundation Manager (and is not in relation to the outcome of a complaint,) please send a letter marked Private and Confidential for the attention of Senior Director, Asda Foundation, Asda House, Great Wilson St, Leeds LS11 5AD. Your complaint will be dealt with in the same way as above but led by a Senior Director and/or trustee.

