



Concerns Policy

This policy describes the rules governing Asda Foundation concerns process and sets out how Asda Foundation will resolve any concerns relating to the charity.

This policy does not cover concerns relating to Asda Stores Ltd.

1. Purpose

This policy sets out the rules governing the concerns process at Asda Foundation and sets out how Asda Foundation will resolve these concerns.

Asda Foundation takes concerns seriously. We always aim to provide a thorough and high level of service, but sometimes we might get it wrong. Through our concerns process, we endeavour to put things right for the person or organisation that has raised the concern. It is also an opportunity for us to learn and improve for the future so repeated incidents can be prevented.

2. Scope

A concern is when someone is worried or unhappy about a decision or situation or has something they would like to raise informally with Asda Foundation. This is not limited to but may include concerns regarding:

- Maladministration. For example, if we have delayed, made mistakes in, or failed to follow the procedures in our application process.
- If we have given you incorrect advice or information.
- We have not treated you politely, fairly, or have discriminated against you.

A concern can be raised by grant applicants, grant recipients or individuals from local communities.

This concerns process cannot be used for interactions outside the charitable work Asda Foundation undertakes. If you do have a concern that falls outside the charitable work Asda Foundation undertakes, please see; <https://asda-stores.custhelp.com/app/landing> .

3. How to submit a concern

If you would like to raise a concern, please email us at asdafoundation@asda.uk with 'Raising a Concern' in the subject line. To help us deal with your concern, your email should include:

- Your full name and, if possible, a contact telephone number.
- Details of the concern along with any supporting information or evidence (we cannot review complaints that are based solely on broad concerns without examples, or where there is a lack of evidence to back up statements).
- Any Asda Store or Asda Foundation colleagues involved.
- What you would ideally like to happen to resolve the situation.
- Consent to discuss your concerns or complaints with those directly involved if appropriate.

If any concern is raised via Asda Foundation social media channels, we will request that the concern is redirected to asdafoundation@asda.uk so it can be processed appropriately.

4. How your concern will be dealt with

All concerns will be acknowledged by email within 72 hours

Asda Foundation aims to address all concerns within 28 days of receipt. We are committed to taking each concern seriously and on an individual basis.

All concerns regarding Asda Foundation activity will be managed by Asda Foundation's Management Team. Asda Foundation may speak to the individual(s) concerned and the person making the complaint. Any concern relating to Asda Foundation's Management team will be reviewed and responded to by trustees.

All concerns will be logged, including outcomes, and will be reported to our trustees.

In almost all instances, concerns are brought to us in good faith and reflect a real concern that the individual(s)/organisation(s) have, and we treat them seriously as described above. Occasionally a concern can be marked 'not for action'. This might be because they are repeat or persistent concerns from the same individual(s)/organisation(s), which have no substance, or which have already been reviewed and concluded.

Anyone raising a concern will receive an email response with an update on the outcome of the concern they highlighted.

5. Learning

Asda Foundation is committed to continuous learning and using this to improve the way we work and deliver our grants. We will regularly review the concerns, compliments and complaints we receive to identify any improvements in the way we work.

6. Agreement to follow this policy

This policy is fully supported by Asda Foundation management and has been agreed with Trustees and employee representatives.