



Good Things

Foundation

Complaints Procedure

Version 5: August 2026
Review due: August 2028

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
- 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 there are a number of options available to you depending on the nature of your complaint:

- If your complaint relates to fundraising you should contact the Fundraising Regulator (www.fundraisingregulator.org.uk)
- If your complaint relates to Data Protection and Freedom of Information you should contact the Information Commissioner's Office (<https://ico.org.uk/make-a-complaint/>)
- For any other complaints you should contact the Charity Commission (<https://forms.charitycommission.gov.uk/>)

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?

You can let us know via email or in writing via post. The email address and postal address are given on the complaints section of our 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.

Satisfied
with the
outcome?

yes

Complaint Resolved.
Feedback is welcomed for
future improvement

no

Stage 3 – Appeal

If you are dissatisfied with the final outcome of your complaint, you have the right to lodge an appeal. All appeals must be submitted in writing—either by email or post—directly to the Company Secretary using the details on the complaints page of our website. You should state the grounds for your appeal and include any relevant supporting documentation. The Company Secretary will thoroughly review your submission and provide a formal written response within 14 working days of receiving your appeal

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 Funding Regulator if your complaint relates to Fundraising
- The Information Commissioner's Office if your complaint relates to data protection or freedom of information
- The Charities Commission or any other complaints

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
August 2026	- Updated to remove references to phone number, social media and website as contact points - Appeals process updated to provide more detail	Main body of text Flow diagram Flow diagram