Complaints Procedure

Version 6: September 2026
Review due: September 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:

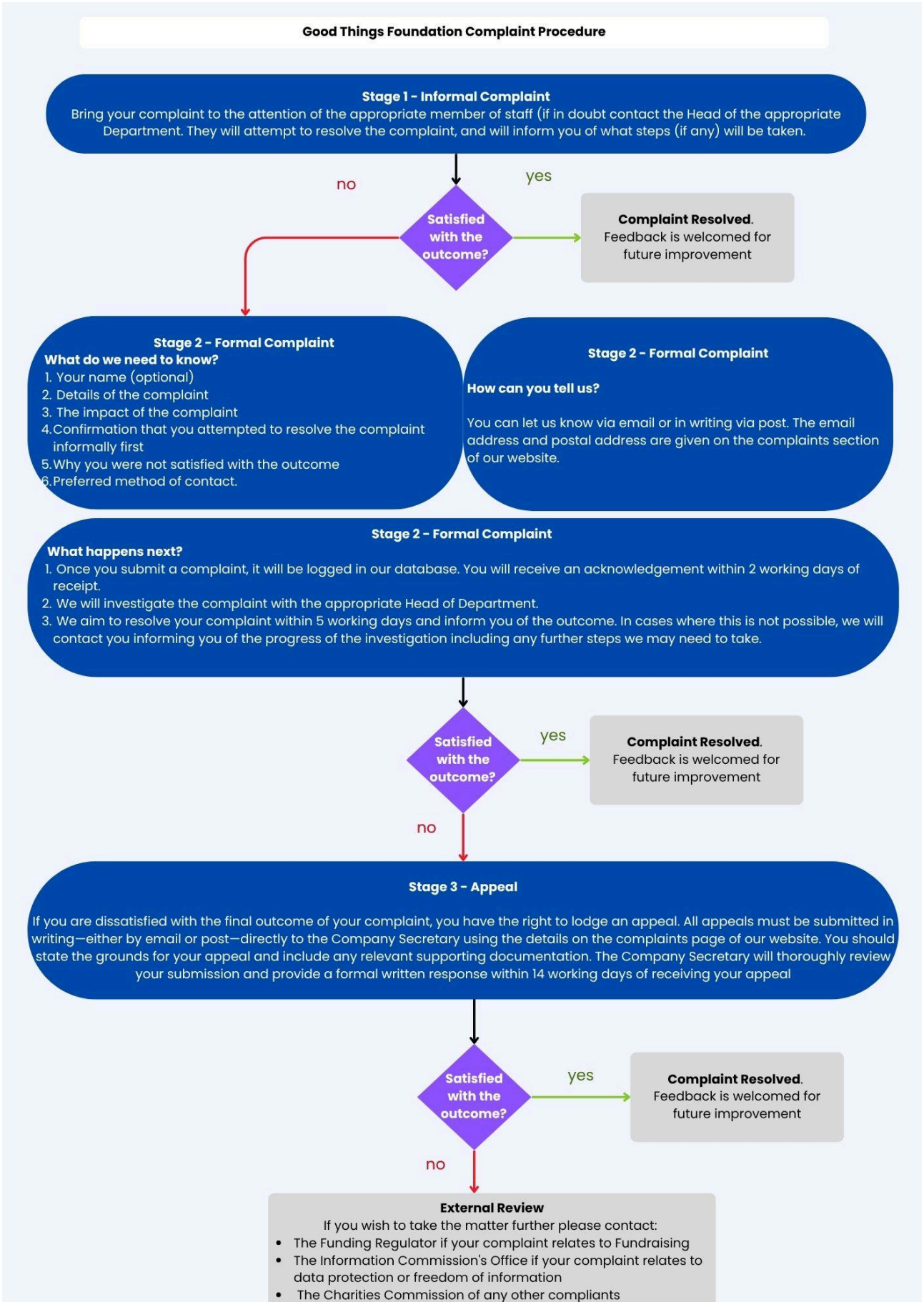
- Email: complaints@goodthingsfoundation.org
- Or in writing: Good Things Foundation, Showroom Workstation, 15 Paternoster Row, Sheffield, S1 2BX

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 Commission'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



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
September 2026	Updated to reference new name of the ICO	Main body of text Flow diagram