



Soil Association Charity Complaints Procedure

Here at the Soil Association Charity we take complaints seriously. If you have a complaint about our charity we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase satisfaction with the charity;
- To use complaints constructively in the planning and improvement of what we do.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of The Soil Association Charity, which is under the control of the charity, its staff or volunteers.

How to complain

The Soil Association Charity would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance please contact us, explain your issue and, if you feel able, ask to speak with a member of staff who can help resolve it.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

But, if you remain unsatisfied or do not wish to explore an informal solution, you may pursue a formal complaint.

Write down your complaint (please mark it clearly as a complaint) and either send it to:

Soil Association
Spear House
51 Victoria Street
Bristol
BS1 6AD

Or alternatively email it to: feedback@soilassociation.org



What will we do on receiving your complaint?

- We will record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our staff and volunteers.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

You will receive acknowledgement of your complaint within 5 working days of receipt. You may be contacted to make sure that we have understood your complaint properly. We may ask if you are willing to be interviewed by a member of staff investigating the complaint.

We endeavour to respond fully and conclusively to all complaints within 10 working days of receipt.

If an in-depth investigation is required we aim to provide a response within 20 working days.

Whenever possible we will deal with complaints more quickly, if we think it will take longer we will let you know.

Can you take your complaint elsewhere?

Yes. If your complaint relates to the charity's fundraising activities and we are unable to resolve it to your satisfaction, you can contact The Fundraising Regulator.

Or if your complaint is related to another area of our charitable work and you do not feel satisfied with our response you can contact The Charity Commission, or The Scottish Charity Regulator (for matters relating to our activities in Scotland).

Complaints relating to Soil Association Certification

Please note that this Complaints Procedure relates to the Soil Association Charity. If your complaint relates to the activities of our trading subsidiary Soil Association Certification Limited, please contact them directly with your concerns.