

it's all about horticulture  
**GOOD to**



## **Complaints Policy**

### **1. Background**

At Good to Grow Cooperative we strive to provide a high standard of service to all our customers, partners, stakeholders, suppliers, users and anyone associated with the business.

Good to Grow Cooperative does, however, recognise that we may get it wrong from time to time.

When we do, we will endeavour to acknowledge our mistake, apologise when appropriate, where possible resolve the problem and ultimately learn from it so as to avoid repetition of mistakes in the future.

### **2. Defining a Complaint**

An expression of dissatisfaction by one or more customers or any other users, agencies, stakeholders, etc... in relation to the standard of service provided by Good to Grow.

An expression of dissatisfaction which by right deserves a response

### **3. Complaints Management by the Cooperative**

The Cooperative will ensure:

Complaint procedures are robust, accessible, and straightforward

The policy is available to everyone via the Good to Grow Cooperative website, and outlines the procedure for any expression of dissatisfaction

It is fair

Complies with the law (i.e., Consumer Rights)

Complaints will be responded to, dealt with as efficiently as possible within a specified timeframe as outlined below

Data Protection policy/legislation and Confidentiality will be adhered to

Complaints are used to inform and improve future delivery of services

### **4. Commitment to the Complainant**

The Cooperative will endeavour to:

Treat you courteously and with respect

Protect your privacy

Tell you how the complaint will be dealt with

Provide feedback, including reasons for decisions made in relation to dealing with your complaint

### **5. How can Complaints be made?**

Complaints can be made electronically in writing through our website email address: [www.GoodtoGrow.coop](mailto:info@goodtogrow.coop) info@goodtogrow.coop

By completing a feedback form on our website in relation to any course, event attended or service provided, etc...

The Cooperative will endeavour to respond within 7-14 days via email or by telephone.

It is preferable that a complaint is made as close to the time when the Complainant's dissatisfaction arose as it may be unreasonable to expect an investigation into something which occurred 6 or more months ago to properly ascertain the facts

If you are unhappy with our decision about your complaint, you can contact the Consumerline 0300 123 6262 or Advice Space.

Or go online to the How to Make a Complaint to business on Trader NI Direct website.

Title	Complaints		
Author	Good To Grow Directors		
Date	21 <sup>st</sup> June 2021		
Approval	Name: ???	Date:	
Version	1.0	Supersedes	
Policy to be read in conjunction with:	Social Media, email and online policy Data Protection Policy Refund Policy		