

Complaints Policy

Our Policy

At Tamworth Co-operative Society, we always seek to provide a high quality service to everyone we deal with and to work in a way which is open, builds trust and is respectful. In order to do this we need you to tell us when we get things wrong.

We also know that, whilst we always strive for excellence, sometimes we will fall short of expectations. Any expression of dissatisfaction with our service which calls for a formal response, whether or not it is justified, will be dealt with as a complaint.

We will listen to complaints, treat them seriously, resolve them as quickly as possible and learn from them so that we can continuously improve. Anyone making a complaint can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness. We will aim to deal with your complaint promptly, but some matters may need more detailed investigation and this may take some time.

Our complaints policy covers complaints about: the standard of service / goods you have received and the behaviour of our staff.

Our complaints policy does not cover:

- ☐ Dissatisfaction, comments or complaints about our policies, decisions or approaches to our work
- ☐ complaints about people we do not either employ or have a service contract with, however, in some circumstances we may ensure complaints about partners or members we work with are passed on to the correct individual for investigation
- ☐ Matters that have already been fully investigated through this complaints procedure
- ☐ Complaints which are vexatious, obviously unreasonable or abusive
- ☐ Hypothetical or anonymous complaints (although you can request that your complaint is treated confidentially)

TAMWORTH CO-OPERATIVE SOCIETY

Resolving concerns and complaints

Food

As with many other organisations, most concerns that are raised can be quickly resolved through contacting the Food store concerned. If you feel the complaint is not dealt with to your satisfaction at store level then please contact the Senior General Manager (Mr Daniel Welsh) with your concerns by email to dan.welsh@tamworth.coop

If you remain dissatisfied then the final stage of the complaints process is in writing to Mr Julian Coles, Chief Executive Officer, at 8 Colehill, Tamworth, B79 7HE, or by email to ceo@tamworth.coop.

Share Membership Matters

Any concerns should be raised and can be quickly resolved through contacting the Members' Services at 8 Colehill, Tamworth Staffordshire B79 7HE/ 01827 63711. If you feel the complaint is not dealt with to your satisfaction at that level then please contact the Deputy Chief Executive Officer (Mr Andrew Richardson) with your concerns by email to andy.richardson@tamworth.coop

If you remain dissatisfied then the final stage of the complaints process is in writing to our Chief Executive Officer, at 8 Colehill, Tamworth, B79 7HE, or by email to ceo@tamworth.coop.

Funeral

Initially if you have any concerns then please contact the branch that dealt with the arrangement. We can only consider communications from the family member that made the arrangement. If you remain dissatisfied with their response then please contact the General Manager – Funeral (Mr G Speak) with your concerns by email to glen.speak@tamworth.coop

If you remain dissatisfied then the final internal stage of the complaints process is in writing to our Chief Executive Officer, at 8 Colehill, Tamworth, B79 7HE, or by email to ceo@tamworth.coop

We are members of the National Association of Funeral Directors (NAFD) and if you remain dissatisfied then in most instances you can contact the NAFD over the matter. If they are unable to resolve the customer then may have the option of progressing the matter further to the independent arbitration scheme "Resolve."

We keep a record of all correspondence relating to complaints and the final outcome.

We may report data on complaints to our Board of Directors and members.

Please refer to our **Store Finder** location details on our website for contact details.