



Foundry Complaints Procedure

The Foundry International Ltd. is committed to delivering a high standard of service to anyone who engages with our work. We believe that the best way to improve our service is by learning from the people who use it.

We welcome comments, compliments and complaints from the people who use our services, to help us to see what we are doing well and where we can make improvements.

We aim to promote an environment where people are encouraged to raise and discuss issues informally and, where necessary, seek solutions to prevent them developing into problems or complaints. However, we recognise that there may be situations where people are not happy and would prefer to raise a formal complaint using this procedure so that we can work towards a resolution in a fair and transparent manner.

Our promise and commitment

We recognise that there may be times when our services and activities do not meet your expectations. If this happens, it is important that we know about it as soon as possible so that we can deal with the situation effectively to try to prevent it from happening again and to learn from our mistakes. We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

How to register a complaint or give feedback

If you have a complaint, or would like to share a concern, compliment or comment on any aspect of our service, you can contact us in one of the following ways:

The Foundry International Ltd Website

- By email to; hello@thefoundryinternational.com

The Sutton Community Project

- In person to staff/volunteers at Sutton Community Project
- By email: hello@suttoncommunityproject.com

Please tell us what your complaint or feedback is about and what you would like to see happen as a result. Please also tell us how we may contact you.

What will happen after I complain?

1. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.
2. The person responsible for the investigation will write to you with their findings and proposed resolution within twenty-eight days from receipt of the complaint. If the complaint is particularly complex or time-consuming, the person investigating will keep you informed of progress and notify you of any expected dates of completion.

If you are dissatisfied with the outcome of the investigation, you may raise concerns with Charity Commission. [Complain about a charity - GOV.UK \(www.gov.uk\)](https://www.gov.uk/complain-about-a-charity)

Wherever possible we will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. However, there may be occasions when we cannot provide absolute confidentiality, for example in circumstances where a child or vulnerable adult may be at risk of harm.