

Introduction

Forever Manchester (FM) endeavours to provide the best customer service possible to all our customers. FM welcomes feedback, both positive and negative regarding the services it provides to members and other donors, as well as to the wider community.

Feedback is a useful tool, which helps us to monitor and improve our overall service, as the interests of all our members and other donors are vitally important to FM.

To give FM feedback, please email info@forevermanchester.com

Definition of complaint

A complaint arises when an individual or group is dissatisfied with FM. This policy, however, is not applicable to appeal against decisions on grant applications – decisions are final, and no appeal is possible.

What to do if you have a complaint

Details of the complaint should be directed via email or in writing to the Operations Director, Forever Manchester, 1st Floor, Phoenix House, 45 Cross Street, Manchester M2 4JF (gill@forevermanchester.com).

You should state:

- What the complaint is about (including any reference numbers)
- The date to which the complaint relates
- The name(s) of the member(s) of staff who the complaint is about – if applicable
- What Forever Manchester could do to resolve the issue

What will happen when your complaint is received?

- You will receive an acknowledgement within five working days advising you who is dealing with your complaint and when you may expect a more detailed response
- The person responsible will investigate all aspects of your complaint, allowing others who are directly involved to make their contribution. This may mean further information or evidence is sought from you

- A response, together with details of any action taken or recommendations for further action, will be sent to you within 14 working days of receipt of the original letter reaching our office. If it is not possible to provide a full response within this timescale, you will be notified, and an update shall be posted/emailed to you giving details of any action still to be taken.
- Complaints will be monitored and information from this will be incorporated within the planning process as appropriate

What to do if you are not satisfied with the response?

If you are not satisfied with the response and decision you may write to the Chair of Trustees at Forever Manchester, who will acknowledge your appeal within 5 working days of receiving your letter. An investigation will be carried out and a full reply will be sent to you within an agreed timescale.

Recommendations made will be discussed with FM's Senior Management Team who will be responsible for implementing the recommendation and reporting back to the board on the conclusion of the matter.

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