

CAN COOK: COMPLAINTS AND FEEDBACK PROCEDURE

April 2024

Can Cook and its subsidiaries have a responsibility to work as effectively as possible, therefore; in order to find out how we are doing, it is important to find out what customers think of the services we provide. We achieve this by encouraging customers to give their views about our services, whether this be to congratulate us on something we are good at or to complain when things go wrong.

As a general rule, if an individual customer or any stakeholders express any kind of dissatisfaction with the standard or type of service they have received, then it should be treated as a complaint and the complaint procedure must be followed. Can Cook aims to consider all complaints and achieve fair resolutions within a reasonable amount of time.

Complaints Procedure

Complaints, suggestions or any other type of feedback can be made by the complainant in writing, by telephone or in person; details of which should be kept on file to ensure follow-ups are executed in a timely manner. All relevant details should be recorded as well as any initial outcome; complaint must then be acknowledged within 7 working days.

If on initial contact the matter remains unresolved, an 'Formal Complaint Form' will be provided to the complainant by email or post. Upon receiving this the matter will be fully investigated and the complainant will be notified of a date when the investigation will likely take place. The complainant will be informed of this date in writing and be provided with the contact details of the individual responsible for 'Investigating' the complaint. If for any reason, the matter cannot be resolved by the given date, the complainant must be informed explaining why and must be provided with a new date for completion of the investigation.

On the rare occasion where a complainant is not satisfied with the outcome of an investigation, the matter should be escalated to the Chair of the respective Board of Trustees. They will then meet with those involved to discuss the matter further; the complainant also has the option of attending this meeting. The complainant will then be informed of the Directors decision within 7 working days of the meeting.

In the event where a formal complaint has been made about a Company Director or Trustee the Can Cook Board Members, excluding the individual in question, will consider whether an investigation is needed and if any action is necessary. A formal written response to the complainant will be made on behalf of the Can Cook Board within 7 days of meeting.