



Traidcraft

**FORMAL COMPLAINTS
POLICY**

Approved: March 2007

Traidcraft Formal Complaints Policy

Traidcraft is committed to excellent service for all our stakeholders. We regard complaints as an opportunity to turn a negative experience for any stakeholder into a positive one, as well as an opportunity to learn and to improve. We see the fair and prompt handling of any complaint as an essential part of living by three of our five key Foundation Principles:

- We respect all people and the environment
- We abide by and promote fair business practices
- We strive to be transparent and accountable

We value the opportunity to engage with dialogue with our stakeholders and we recognise the value of dialogue in informing our decisions. This policy does not relate to dialogue that we enter into with stakeholders. This policy only concerns those situations where a stakeholder wishes to make a formal complaint.

We will commit to dealing with your complaint courteously, seriously and efficiently and we will do our best to put things right. Please remember that we may not be able to resolve every complaint to your complete satisfaction. There will be occasions where we can not amend our strategy or way of doing things to meet your complaint or where a mistake has been made and is acknowledged but can not be recalled.

1. Who can make a complaint

A complaint can be made by any Traidcraft stakeholder. This stakeholder could be an individual or a group. The stakeholder may be based in UK or overseas. Traidcraft stakeholders include customers, suppliers, producer groups, shareholders, campaigners, donors and staff.

2 Form of complaints

You may wish to make a complaint about any area of Traidcraft's work, policy or performance. We recognise that this could encompass customer service issues, Traidcraft policies and work, fulfilment of our commitments to producers/beneficiaries, staff behaviour and many more areas. To make the process simpler for stakeholders we have identified guidelines for different forms of complaints to be made. It would be extremely helpful to Traidcraft, and enable us better to deal with your complaint, if you would follow these guidelines.

If possible please put your complaint in writing (but by all means do use email, telephone or, if appropriate, face-to-face feedback as well to raise the matter initially).

2.1 How to make a complaint about customer service received from Traidcraft plc

If you are dissatisfied with the customer service that you have received from Traidcraft plc, in the first instance you should contact our Customer Services Department. This department will normally be able to handle the matter directly with you if it is a product or service related issue. If they are not able to deal with the matter they will ensure that the complaint is properly logged and directed to the appropriate member of staff for response and followed through.

If you are unhappy with the response you have received from our customer service department you should contact the Director of Operations at the address below.

We aim to provide an initial response to customer service complaints within 7 working days of receiving the complaint.

Data regarding the level and type of customer service complaints that Traidcraft plc receives is made available each year to the public as part of our Social Accounts. This data is regularly monitored by Traidcraft plc managers and targets set for improvements.

Traidcraft's Customer Service Team can be contacted at:

Customer Services Department
Traidcraft plc
Kingsway
Gateshead
Tyne and Wear
NE11 0NE

Telephone 0191 491 0591

E-mail: sales@traidcraft.co.uk

2.2 How to make a complaint about an aspect of Traidcraft's policy

In the event of a complaint about a matter of Traidcraft policy you should contact the Chief Executive, who will ensure it is handled by the appropriate Traidcraft department.

Please make it clear that you are registering a "formal complaint" – by this we mean something that requires a response (rather than just giving a view for which you don't expect any action).

Our aim is to provide an initial response within 10 working days of receiving the initial complaint.

The Chief Executive can be contacted at:

Chief Executive's Office

Traidcraft plc
Kingsway
Gateshead
Tyne and Wear
NE11 0NE

Telephone: 0191 491 0591

E-mail: chiefexecutive@traidcraft.co.uk

From time to time Traidcraft works through intermediaries organisations. If your complaint concerns the behaviour of an intermediary organisation, whilst they are operating on behalf of Traidcraft, please contact Traidcraft at the details above.

2.3 If you are a producer supplying Traidcraft and you wish to make a complaint regarding fulfilment of a commitment to you

If you are a producer organisation supplying Traidcraft and you wish to make a complaint about the fulfilment of Traidcraft's commitment to your organisation you should contact the Director of Producer Support and Sourcing, who can be contacted at:

Director of Sourcing
Traidcraft Plc
Kingsway
Gateshead
Tyne and Wear
NE11 0NE
United Kingdom

Telephone: 0191 491 0591

Telephone from outside UK +44 191 491 0591

2.4 How to make a complaint about the activities or service provision of our charity, Traidcraft Exchange

If you are a recipient of services provided by our charity Traidcraft Exchange and wish to make a formal complaint about an aspect of service or performance of Traidcraft Exchange please direct your complaint to Director of International Development, who can be contacted at:

Director of International Development
Traidcraft Exchange
Kingsway
Gateshead
Tyne and Wear
NE11 0NE
United Kingdom

Telephone: 0191 491 0591
Telephone from outside UK +44 191 491 0591

2.5 How to make a complaint about the behaviour of a Traidcraft staff member

In the event of a complaint about the behaviour of a Traidcraft staff member in the first instance you should contact the line manager of that member of staff. If you are not clear who the line manager of that member of staff is you should direct your complaint to the Head of Human Resources.

Head of Human Resources
Traidcraft
Kingsway
Gateshead
Tyne and Wear
NE11 0NE

Telephone: 0191 491 0591

Traidcraft has internal People Policies for dealing with complaints regarding the behaviour of staff.

2.6 How to make a complaint about the behaviour of a Traidcraft Board member or Chief Executive

In the event of a complaint about the behaviour of a member of the Traidcraft Boards or the Chief Executive you should contact the Chair of the Traidcraft Board. As an alternative to contacting the Chair of the Traidcraft Board you may contact the Senior Independent Non-executive Director, who can be contacted through the PA to the Chair.

Please make it clear that you are registering a “formal complaint” – by this we mean something that requires a response (rather than just giving a view for which you don’t expect any action).

Our aim is to provide an initial response within 10 working days of receiving the initial complaint.

The Chair can be contacted at:

Chair’s Office
Traidcraft plc
Kingsway
Gateshead
Tyne and Wear
NE11 0NE

Telephone: 0191 491 0591

Email: Chairman@traidcraft.co.uk

3. **Reporting of complaints**

Traidcraft will report the number of formal complaints received in each of the categories identified above in the annual social accounts. Traidcraft's social accounts are available to read on the Traidcraft website.

In addition to numerical reporting the social accounts will contain information about any particular themes or trends that have appeared in the complaint data. The social accounts will not report details of any individual complaint.

For complaints regarding customer service provision the level of detail provided in the social accounts will indicate the number and level of complaints by sales channel and by product sector.