

Complaints

Our commitment to you

Co-operative Futures is committed to providing high quality services. Our customers are our members, social enterprises, voluntary organisations and those agencies and individuals who are stakeholders in the social enterprise sector. We are committed to providing our customers with a quality service and to continuously improving those services but we realise that there are times when we don't always succeed.

If you are unhappy about the services that we provide to you we want to hear about it, without your feedback we cannot improve.

How to make a complaint

If you are not happy about a service that you receive it is usually best to let the person who is providing the service know, either by telephone, letter or in person or you can write to:

The Director,
Co-operative Futures,
City Works, Alfred Street, Gloucester
GL1 4DF

You will be sent a letter confirming that the complaint has been received and the complaint will be investigated and the result communicated to you.

If you are not satisfied with the outcome

If you are not satisfied with the outcome of the complaint let the Director know. The complaint will be progressed so that somebody else can investigate it for you. You will be sent a letter detailing the outcome of the investigation and any action that will be taken by Co-operative Futures.

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback from our customers and would also like to hear from you about what you think we do well.