

Procedures for making a complaint about Oxfam's retail operations and high street shop activities.

1. How does Oxfam receive and record complaints?

The procedure for handling complaints about Oxfam Shops is facilitated by the Retail Support Team. There are two ways in which a complaint can be registered:

- Email: support@oxfam.org.uk
- Letter: Complaints can be sent in writing to the Retail Support Team, at the following address: Retail Support, Ground Floor, John Smith Court, John Smith Drive, Oxford Business Park, Oxford, OX4 2JY.

Upon receipt of any complaint, Retail Support will record the following information on our secure system:

- contact details of the complainant.
- the date the complaint was received.
- a copy of the email and/or any documentation received.
- brief notes about any specific issues.
- any action requested and any immediate action to be taken.

Oxfam records this information to help to ensure complaints are responded to promptly and that relevant information is captured to assist with business improvement. In addition, this enables Oxfam to:

- monitor the progress of a complaint.
- provide evidence that the complaint was considered and if possible, any outcome.
- identify trends or recurring themes in complaint cases.
- compile reports on complaints for trustees.

2. How are complaints acknowledged?

- Within 3-5 working days of receiving a complaint.
- Within 20 working days a complainant will be given either: i) a final response, or ii) a response which explains why we are still not in a position to make a final response and indicating when we expect to be able to provide a final response. (Retail support is a small team of two and our volunteers and retail colleagues are often part time).

Complainants may be asked to specify a preferred means of communication, through which they will receive any future correspondence, (ideally email).

3. Who will acknowledge a complaint?

- Retail Support acknowledges all feedback and complaints to members of the public, supporters, customers and donors.
- to ensure the most relevant person responsible for the complaint is given the opportunity to respond, Retail Support may contact the appropriate line manager for further information.
- Retail Support will ensure that a timeframe for any further response is communicated to the complainant.

4. How are complaints investigated?

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- The retail support team member assigned to the complaint will respond and contact the shop or line manager to establish as many details as possible regarding the specific complaint or feedback.
- In exceptional circumstances, it may be necessary for Retail Support to arrange for an appropriate person to investigate the complaint.
- An investigation will usually involve speaking with the people involved in the complaint to try to establish the facts in order to:
 - a) understand the cause of the complaint raised.
 - b) define any change suggestions or solutions that need to be made as a result of the complaint.
 - c) provide any appropriate support to those involved.

Oxfam may need to contact a complainant during this time and cooperation from all parties is important in order to complete the investigation in a timely manner.

5. Resolving complaints and providing feedback:

Once the investigation and recommendations have been concluded, complainants will be contacted by Retail Support, who will share, where appropriate and not confidential, the findings of the investigation and any actions that have been taken or are planned.

6. Closing the complaint:

Once a complaint has been responded to the complaint will be regarded as closed.

7. Outcome and escalation process:

If a complainant remains dissatisfied with the outcome of their complaint, they can request it to be escalated to the **Head of Retail Support**.

- The appeal should be made by email (within 10 days of receiving the complaint response from Retail Support).
- To include the nature of the appeal, the steps already taken, and details of the response received and a statement as to why you remain dissatisfied.

Upon receipt of your appeal, the following process will take place:

- The internal reviewer will review the complaint and any investigation material.
- Review any representations from the complainant on why the initial decision was incorrect.
- The reviewer will consider whether the initial investigation was insufficient.
- Once the internal review is complete, the complainant will be informed what the decision is.

Note: Not all complaints are subject to a right of appeal or escalation. Where complaints consist of disagreements with nation-wide policy and procedures, we will explain the rationale for that policy or procedure and look into any local factors to help explain our position. We will also record details for monitoring and feedback purposes and ensure it is reported to the appropriate senior management. However, these complaints would not be applicable for appeal.

8. Monitoring and Evaluation:

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As part of our drive for continuous improvement:

- Oxfam reviews complaint management regularly to identify trends in complaints and negative feedback and areas of service needing improvement.
- We record relevant complaints centrally to enable effective monitoring and evaluation.
- Written records of the outcome of complaints will be retained as appropriate, in order to provide a report on the handling of such matters and any common themes arising.
- Where this is the case, these will be implemented in order to improve the service and may be shared across service areas where there is benefit in doing so.
- The implementation of recommendations will be monitored to ensure that opportunities for improvement are not missed.
- It is important to ensure data protection requirements are adhered to and therefore care will be taken to ensure sensitive details are not recorded.

9. Privacy:

Throughout the complaints process we will respect the privacy of the complainant and details will only be shared with those dealing directly with the complaint. We will not share an individual's personal details with other organisations.