

Charity Super.Mkt

Complaints Policy

At Charity Super.Mkt, we are committed to creating positive experiences for our customers, charity partners, collaborators, volunteers, and the wider public. We value feedback and take complaints seriously as an opportunity to improve our services, events, operations, and community impact.

This policy explains how you can raise a complaint and how we will respond.

Scope of This Policy:

- This policy applies to complaints relating to:
- customer service
- products sold through Charity Super.Mkt
- accessibility or inclusion
- conduct of staff, contractors, volunteers, or representatives
- health and safety
- operations
- communications or marketing
- partnerships or collaborations
- the work, governance, or activities of Charity Super.Mkt as a Community Interest Company (CIC).

This policy does not cover:

- employment or HR matters relating to employees
- complaints subject to legal proceedings
- anonymous complaints where insufficient information is provided to investigate.

Our Commitment

We aim to:

- treat all complaints fairly, respectfully, and confidentially
- respond promptly and professionally
- investigate concerns appropriately
- learn from complaints and improve our practices.

How to Make a Complaint

Complaints can be submitted by:
Email.

Please include:

- your name and contact details
- a description of the concern
- relevant dates, locations, or individuals involved
- any supporting evidence or documents
- the outcome you are seeking, where possible

Contact Details

Email: info@charitysupermkt.com or manager@charitysupermkt.com

Complaints About Customer Experience

This includes complaints relating to:

- purchases
- accessibility
- staff or volunteer conduct
- product quality or condition.
- Our Process
- Initial Response
- We will acknowledge your complaint within 5 working days.
- We aim to investigate and respond within 7 working days.

Escalation:

If you are dissatisfied with the outcome, you may request a review by a senior member of the Charity Super.Mkt team. We aim to complete escalation reviews within 14 working days.

Queries About Our Community Interest Work

This includes concerns relating to:

- whether Charity Super.Mkt is acting in line with its stated community purpose
- governance or transparency
- relationships with charity partners
- ethical concerns
- conflicts of interest
- use of funds or resources

CIC Complaints Procedure

Complaints regarding the organisation's conduct as a CIC should be submitted in writing with as much detail as possible.

These complaints will normally be reviewed by senior management and, where appropriate, escalated to directors.

We may:

- request further information
- conduct internal reviews
- seek external advice where necessary
- provide a written outcome and any actions being taken.
- Where concerns relate to regulatory obligations, individuals may have the right to contact the relevant regulatory body.

Confidentiality and Data Protection

We will handle complaints sensitively and in accordance with applicable data protection laws.

Information will only be shared where necessary to investigate and resolve the complaint.

Unreasonable or Abusive Behaviour

We understand that people may be upset when making a complaint. However with any abusive, discriminatory, threatening, or harassing behaviour towards employees, partners, or representatives, we reserve the right to limit or end communication.

Learning and Improvement

We review complaints regularly to:

- identify trends
- improve customer experience
- strengthen policies and procedures
- support accountability and transparency.

Policy Review

This policy will be reviewed periodically and updated where necessary to reflect operational, legal, or regulatory changes.

Last updated: May 2026