

Persimmon Charitable Foundation Complaints Policy

The Persimmon Charitable Foundation (“the Foundation”) is committed to delivering public benefit by making donations to charities and community groups across the UK. In doing so, the Foundation’s aim is to improve local communities in the UK by improving health, education and skills; relieving poverty, advancing amateur sport, improving the local environment and the advancement of arts and culture.

We hope that you never need to refer to this Complaints Policy and we do our best to ensure that we act correctly at all times. However, if circumstances arise where you wish to make a complaint about the Foundation, you can do so by following the procedure set out below. We take complaints very seriously. Our teams will treat each complaint with the courtesy and respect it deserves and take the time to evaluate all information available to them. We will endeavour to resolve issues quickly and meet reasonable expectations where possible.

Complaints procedure

If you wish to raise a complaint, please contact the Persimmon Plc Company Secretarial department. Please provide as much detail as possible to assist with our investigation. This could include your name and contact details; any information related to the complaint, including what has taken place, dates and times; why you feel that the matter was dealt with unsatisfactorily; and what you believe could be done to address the matter.

The timescales which we will endeavour to meet in responding to your complaint will be:

1. We aim to acknowledge complaints within 5 business days;
2. We will set out our proposed resolution, letting you know how we intend to put things right within 10 business days; and
3. We aim to fully resolve your complaint within 20 business days.

It is important that the people dealing with your complaint are those best placed to do so. Set out below is the complaints escalation process so you know who this is likely to be:

- **First – Persimmon Plc Company Secretarial department**
The Persimmon Plc Company Secretarial department will acknowledge your complaint, will ensure that it is fully investigated and will provide you with a full response.
- **Further support – Foundation Trustee**
If you're not satisfied with the initial response from the Company Secretarial department, please let us know in writing by email or letter. We will then arrange for your complaint to be further investigated by a Foundation Trustee.
- **Concerns remain – Chair of the Trustees**
In the unlikely event that you remain dissatisfied, your concerns will be reviewed by the Chair of the Foundation’s Board of Trustees, who will provide the Foundation’s final response.

Anonymous complaints

You may raise a complaint on an anonymous basis, but we encourage complainants to provide their contact details to allow us to gather additional information if necessary to investigate the matter fully.

Confidentiality

All complaints will be dealt with on a confidential basis and in accordance with UK GDPR.

Complaints to the Charity Commission

The Foundation is regulated by the Charity Commission for England and Wales, and should you wish, you can complain to the Charity Commission at any time. Details regarding the types of complaints that the Charity Commission will investigate can be found on the Charity Commission website: <https://www.gov.uk/government/organisations/charity-commission>

Contact details for complaints

To make a complaint or to escalate a complaint, please contact us by email or letter using the details below:

Email: company.secretarial@persimmonhomes.com

Post: The Persimmon Charitable Foundation
Company Secretarial department
Persimmon House
Fulford
York
YO19 4FE

**Approved by Tracy Davison, Trustee
March 2025**