

## Contact Package – Fair Usage Policy

The following Policy relates to your co-operative's use of the Co-operatives UK Contact Package. It is designed to help your co-operative ('you' and 'your') to get the most out of the Contact Package and make sure that Co-operatives UK ('we') can provide you with advice at the right time and in a format that suits you best.

### 1 Making contact

- 1.1 Contact Package holders can contact Co-operatives UK in the following ways:
  - By calling 0161 214 1751
  - By sending an email to [advice@uk.coop](mailto:advice@uk.coop)
- 1.2 We ask that only your co-operative's Co-operatives UK Principle Contact uses the Contact Package (or provides their emailed consent for another person to do so) and that they comply with this Policy.

### 2 What is a 'Contact'?

- 2.1 Each new enquiry, received by telephone or email, will be deemed a contact.
- 2.2 If an enquiry is responded to in full and then you ask any follow-up questions that don't relate (or expand heavily on) the follow-up question(s) will be treated as new contact(s).
- 2.3 An enquiry should be a one-off enquiry where there is a specific question that requires a response. If we deem the enquiry to be too detailed or wide in scope to be dealt with under the Contact Package we will inform you as soon possible.
- 2.4 We reserve the right to provide a response to an enquiry through the Contact Package and then provide a quote to undertake any subsequent work.
- 2.5 Contacts cannot be 'added together' as a block to enable you to access more advice related to one enquiry.

### 3 Receiving a response

- 3.1 Upon receipt your enquiry will be directed to the appropriate Co-operatives UK staff member.
- 3.2 We will endeavour to respond to all forms of contact within 48 hours of receipt and provide a full response within 48 hours of sending the receipt. Where this is not possible we will always provide you with an estimated response date.
- 3.3 We will respond either by telephone or email and may, in some circumstances, suggest a more personal response is given to your co-operative (either by electronic means or face-to-face).

- 3.4 Face-to-face contact will be provided at our offices at Holyoake House in Manchester only. If you require any advice to be provided at a different address we will discuss with you any additional costs associated with this.
- 3.5 Where we feel that the enquiry cannot be dealt with under the Contact Package we will inform you of this as soon as possible. In such circumstances we will provide a quote for the provision of a paid for Advice Service as soon as possible.

#### **4 Advice from our Preferred Partners**

- 4.1 If your enquiry cannot be dealt with in-house, we may suggest it is dealt with by one of our preferred partners (e.g. firm of solicitors, an accountancy firm). This was previously known as the 'Legal Surgery' member benefit. We will request your permission to forward your enquiry before doing so.
- 4.2 If your enquiry is being dealt with external to Co-operatives UK, we will endeavour to provide a full response within five working days by email/letter.

#### **5 Fair Usage**

- 5.1 Use of the Contact Package (over the period of one membership year<sup>1</sup>) is subject to certain following restrictions:
  - 5.1a You may utilise up to 10 contacts in total.
  - 5.1b Of the 10 contacts, no more than two may be dealt with through the provision of advice from a third party organisation.
  - 5.1c Out of the 10 contacts, no more than two may be dealt with through a face-to-face meeting.
  - 5.1d Advice provided by a third party organisation is limited to two hours per contact, unless expressly authorised.

#### **6 Monitoring**

- 6.1 Co-operatives UK will monitor your Contact Package use and will let you know when you are close to reaching capacity. You can then decide whether to purchase another Contact Package for the remainder of the membership year.
- 6.2 Co-operatives UK reserves the right to offer flexibility over the use of your Contact Package - in discussion with you - to ensure that you receive the right advice, at the right time and in the most appropriate way for your co-operative.

Co-operatives UK

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<sup>1</sup> A membership year runs from 1 January to 31 December