



Complaints Policy and Procedure

1. Introduction

St Neots Foodbank is committed to delivering a high standard of service to anyone who engages with our work.

We believe that the best way to improve our service is by learning from the people who use it. We welcome comments, compliments and complaints from clients, referral agencies, volunteers, and anyone else we come into contact with, in our work. These help us to see what we are doing well and where we can make improvements.

We aim to promote an environment where people are encouraged to raise and discuss issues informally and, where necessary, seek solutions to prevent them developing into problems or formal complaints.

However, we recognise that there may be situations where people are not happy with the outcome of an informal discussion or feel that the issue needs to be taken further. In these cases, St Neots Foodbank has a formal complaints procedure so that we can work towards a resolution in a fair and transparent manner.

2. Complaints Procedure

Formal complaints should be made within 7 calendar days.

a. In the first instance, the complainant should contact the project manager by telephoning 01480 475426 or emailing info@stneots.foodbank.org.uk

Problems can often be dealt with quickly over the telephone, by email or by arranging a face to face meeting at a mutually agreed venue.

The project manager should make notes recording as much detail as possible in the Complaints Book. The project manager must discuss the facts with the volunteer(s) involved before making a decision on how to resolve the complaint. If a decision cannot be reached on either the day of the telephone conversation, email or the face to face meeting the complainant must be informed in writing within 7 calendar days of how their complaint is progressing and when it is likely to be resolved. The project manager should inform the complainant of their decision in writing within 14 calendar days after the complaint was received and record the outcome in the Complaints Book.

b. If the Complainant is not happy with the project manager's decision or the way their complaint was handled, they must be advised to appeal the matter to the Chair of the Trustees Board in writing within 7 calendar days of the date of the project manager's written decision.

Appeals should be sent to the Chair of the Trustees, St Neots Foodbank either

- by email: info@stneots.foodbank.org.uk

or

- in writing: 2B Little End Road, St Neots, Cambridgeshire, PE19 8JH.

An appointment will be arranged for the complainant to meet the Chair, either face to face or virtually, to discuss the issue. The Chair must discuss the facts with the volunteer(s) involved before making a decision on how to resolve the complaint. The Chair should then inform the complainant in writing of their decision within 14 days of the date of the written appeal and record the outcome in the Complaints Book.

c. The project manager will inform the chair of trustees of every complaint. The chair will subsequently inform the board of trustees of the nature of each complaint and how it has been resolved.

d. If the complaint is directed against the project manager then the complainant should initially contact the chair of trustees

3. Notice to be Displayed

The following information, in the form of a laminated notice, will be displayed at the warehouse and distribution centres during their opening times:

If you have a complaint about the Foodbank, including how you were treated, please try and resolve the issue informally with one of our volunteers. If this cannot be done, contact the Foodbank project manager at the warehouse within 7 calendar days to make a formal complaint by telephoning 01480 475426 or emailing info@stneots.foodbank.org.uk

(The Warehouse is open only at the following times: Mondays, Tuesdays & Fridays, 9.30 - 12 noon)

4. Review

This policy and its implementation will be reviewed at least annually and whenever there are any legislative changes or amendments to guidance issued by relevant statutory bodies.

Signed:

Date:

Name: David Pacini

Position: Chair of Trustees

Signed:

Date:

Name: Adrienne Dunn

Position: Project Manager