

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 encounter 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 from 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 Foodbank Manager by calling 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 Foodbank Manager should make notes recording as much detail as possible in the Complaints Book. The Foodbank Manager must discuss the facts with the volunteer(s) involved before deciding 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 Foodbank 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 Foodbank 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 Foodbank 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: Unit 3, 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 deciding 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 Foodbank 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 Foodbank 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 Manager at the warehouse within 7 calendar days to make a formal complaint by calling 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: Simon Leher

Position: Trustee

Signed:

Date:

Name: Adrienne Dunn

Position: Foodbank Manager

St Neots Foodbank COMPLAINTS POLICY

Written: March 2017 Reviewed: biennially. Next review October 2025