

FOOD BANK AID

Complaints Policy (Policy 1.3)

Food Bank Aid is committed to providing a good quality service and we are always looking at ways we can improve the work that we do. We take complaints very seriously and therefore aim to respond and resolve complaints as quickly and as efficiently as possible.

1. Scope

A complaint about Food Bank Aid can be made by any supporter, volunteer, donor, organisation, or individual with whom we work, including staff, contractors and volunteers or any member of the public whether an individual, company or other entity, in the UK.

2. Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Food Bank Aid or its staff and associated personnel*. It is a criticism that expects a reply and would like things to be changed.

3. Procedures for making a complaint

It is hoped that most complaints or concerns about Food Bank Aid's work or behaviour can and will be dealt with informally by staff. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

4. Confidentiality

Every attempt will be made to ensure that both parties maintain confidentiality during the complaints process. Where there are exceptional circumstances and confidentiality cannot be maintained, this should be explained and recorded.

5. How to make a complaint

All formal complaints should be made within three months of the relevant incident. Where possible, we will try and resolve your complaint at first contact with us in a timely and efficient manner. Where this is not possible and further action is needed to be taken, we will follow the process of stages outlined below. Written records will be made at each stage of the process.

6. Procedure

Stage 1

If you would like to make a complaint, in the first instance, please direct your complaint to the Chief Executive Officer (CEO/Chair of Board of Trustees) by email or by post to the registered office address.

Please include your contact details including your name, phone number and email address. In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.

When first receiving a complaint, we will identify the level of seriousness. Where possible, we will start by trying to resolve the complaint informally and you will receive a response with any remedial action to be taken within 10 working days.

If the issue cannot be resolved or you are not fully satisfied with the outcome, then the formal complaints procedure will be followed.

Stage 2

If the complaint cannot be resolved following Stage 1, then a formal complaint should be made in writing to the registered office address.

All formal complaints are dealt with by the Chair of the Board of Trustees (the 'Chair'). In the event of a complaint about the Chair, the complaint will be passed on to one of the other Trustees.

All formal complaints will be acknowledged in writing within 10 working days of receiving the complaint. They will then go through investigation by one of the above.

You will receive a response based on the outcome of the investigation within one calendar month from the date of acknowledgement. In exceptional circumstances, we may need further time to investigate, in which case we will keep you informed.

If your complaint relates to fundraising and you are not satisfied, you can make a complaint to the Fundraising Regulator.