

Complaints Policy and Procedure

Our commitment to you

North Norfolk 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 the people who use our food bank, referral agencies, volunteers and anyone else we come into contact with during our work. These help us to see what we are doing well and where we can make improvements.

North Norfolk Foodbank undertakes to ensure that:

- Making a complaint is as straightforward as possible
- Complaints are dealt with promptly, courteously, and discreetly, with information shared on a 'need to know' basis only
- We will respond decisively, outlining a clear outcome of our investigation
- We will learn from complaints and use them to make improvements in the way we work
- The policy and procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation. If you require a copy of this policy in an alternative format, please contact us on any of the contact details below

How to make a complaint

If you have a complaint, or would like to share a concern, compliment or comment on any aspect of our service, you can contact us in one of the following ways:

- In person to staff / volunteers at the foodbank or to the Foodbank Manager
- By phone: 07826 376343
- By email: info@northnorfolk.foodbank.org.uk
- Write to the following address:

North Norfolk Foodbank
Cromer Methodist Church Hall
West Street
CROMER
NR27 9DT

Please tell us what your comment or complaint is about and what you would like to see happen as a result. For complaints, please provide specific details where possible, such as dates, times, location, and people involved so that we can properly investigate.

Please also tell us how we may contact you. If you choose to remain anonymous, we will not be able to request further information or respond.

Complaints process

If you make a complaint, this is the process we will follow:

1. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.
2. The person responsible for the investigation will contact you with their findings and proposed resolution within 21 working days from receipt of the complaint*.
3. If you are dissatisfied with the outcome of the investigation, you may appeal or escalate your concerns to North Norfolk Foodbank's Chairman of Trustees by email to Chairman@northnorfolk.foodbank.org.uk or via the address above. Correspondence must be received within 21 working days of the date we informed you of the outcome of the first investigation.
4. The complaint will be looked at again and you will be informed of the outcome within ten working days*.

*Unless the complaint is particularly complex or time-consuming, in which case you will be kept informed of the progress of the investigation and notified of the expected date of completion.

We collect and analyse data about complaints so that we can improve the services we provide.

Wherever possible, North Norfolk Foodbank will respect your confidentiality. Any information about the complaint will usually only be shared with those who need to know to help resolve it.

There may, however, be occasions when we cannot provide absolute confidentiality, for example in circumstances where a child or adult with additional support needs may be at risk of harm.

Data privacy when making a complaint

North Norfolk Foodbank is registered as a data controller with the UK Information Commissioner's Office under registration number Z3220979.

We use the personal information that you provide in accordance with data protection law to process your complaint. We have a legitimate interest in holding this information in order to be able to monitor and improve our services.

We will collect personal information such as your name and contact details (which may include your postal address, telephone number, email address, or social media contact information) in order to be able to investigate your complaint and to communicate with you about it.

We will also collect sufficient information about the situation that you are contacting us about to be able to understand what has happened and help you seek a resolution to your complaint.

We may also provide information to authorities such as the police or social services where necessary. Any information gathered is accessed by food bank staff and/or volunteers and may be shared with advice agencies or professional services organisations (e.g., if your complaint relates to safeguarding and we seek guidance as to the next steps).

Where your complaint relates to services involving our partners, for example a referral agency or the Trussell Trust, then we may need to share your information with a third party.

After your complaint has been closed, we will keep this information for 6 years if the complaint is upheld, or 3 years if not upheld, unless we have a requirement to keep it longer, in which case we will inform you of this. After this time the data will be securely destroyed or aggregated and anonymised.

For further information about how we use your personal information please read our Privacy Policy.

Last reviewed: July 2025

Next review date: July 2026