

**Introduction**

Swanley and District Foodbank (from now on known as the 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.

This Policy covers all volunteers, trustees and users of the Foodbank and other personnel engaged with our work.

We will listen to comments and complaints from the people who come into contact with the Foodbank. We regard any comment/complaint as a source of learning and where possible will respond with the appropriate action and if necessary, changes to our way of working.

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

**Our promise and commitment**

We promise to take all feedback and complaints seriously, we will deal with them in a timely manner using the Foodbank's Complaints Procedure. We are committed to dealing with all complaints in a professional manner, with hopefully, a successful resolution.

**Confidentially**

All compliant information will be handled sensitively and confidentially, using those named within the Foodbank Complaints Procedure and with due regard to data protection.

**How to register a complaint or give feedback**

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

- In person:- Foodbank Manager Emma Boyes or on the Foodbank Phone [if Foodbank Manager is not appropriate or not available then the Chair of the Trustees John Kahan by email - [john.kahan@hotmail.co.uk](mailto:john.kahan@hotmail.co.uk))  
**Foodbank Manager phone number - 07798 872 573**  
By Email Foodbank Manager - [info@swanleydistrict.foodbank.org.uk](mailto:info@swanleydistrict.foodbank.org.uk)  
In writing:- Foodbank Manager 50 High Street, Swanley, BR8 8BQ

Please tell us what your complaint or feedback is about and what you would like to see happen as a result. Please also tell us how we may contact you.

## **What will happen after I complain?**

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 investigating your complaint may wish to contact you for an informal chat, this will be done privately and promptly.
3. The person responsible for the investigation will write to you with their findings and proposed resolution within twenty-eight days from receipt of the complaint\*.
4. If you are dissatisfied with the outcome of the investigation, you may appeal or escalate your concerns to the Chair of the Trustees in writing and letters must be received within twenty eight working days of the date on the correspondence notifying you of the outcome of the first investigation.
5. The complaint will be reinvestigated, and you will be informed of the outcome within 10 working days\*.
6. Whether the complaint is resolved or unresolved, the complaint should be passed onto the Chair of the Foodbank within 1 week of the occurrence, who must record it in the complaints log.

\* 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.

Wherever possible, The Foodbank will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it.

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

If the complaint is against one or more people, for example the Trustee Board, then a neutral party (i.e. a Trustee from another Foodbank) will be contacted to investigate the complaint.

## **Data Privacy Statement**

Swanley & District Foodbank is registered as a data controller with the UK Information Commissioner's Office under registration number ZA037612.

We use the personal information that you provide in accordance with the Data Protection Act 2018 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 including:- name, address, telephone number and email address and 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.

If your complaint relates to one of our partners, for example a referral agency, then we may need to share your information with a third party.

We will keep any information regarding your comments for 3 years after your complaint has been closed, 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 shredded.