

Stratford Upon Avon Foodbank

Purpose of this Policy	To detail the Grievance and Complaints Policy and Procedures at Stratford upon Avon Foodbank
Dated	8/1/24
Contact	Chair of Trustees
Version	V3
Next Review	8/1/27

1. POLICY CONTROL

This policy, together with its appendices, is based on the Trussell Trust Complaints Procedure Template. This has been updated to incorporate useful feedback from food banks within the Trussell Trust Foodbank Network and in particular the work of Stratford-upon-Avon Foodbank.

1.1 Related policies

Version	Policy Name	Location	Next Review Date
	Problem Solving Procedure (5/10/2020)	Now superseded by this Complaints Policy	N/A
	Whistle Blowing Policy		
V3	Serious Incident Policy	Shared Drive – Signed Off Policies	

2. INTRODUCTION

Stratford-upon-Avon Foodbank (SUAF) 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, grievances and complaints from people who use our food bank, 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 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, Stratford-upon-Avon Foodbank (SUAF) has a complaints procedure so that we can work towards a resolution in a fair and transparent manner.

We categorise in three ways:

Feedback: Please share either informally (verbally) or (more) formally via email to the appropriate Staff member or Trustee. In particular we welcome feedback that either encourages us to continue to do something that is working well, and/or feedback that includes ideas on how we might improve our operation or services.

Grievance: A grievance is something that could be informal or formal, yet which one judges can likely be resolved verbally by discussion with the appropriate Staff member or Trustee (see below). A grievance will typically not require escalation and/or any form of formal review

Complaint: A complaint is something which one judges to be more formal in nature, and requires a formal response, and/or is likely to require escalation. Again, as with a grievance this should be raised with the Staff Member or Trustee as per the matrix below.

It is for the individual raising the Feedback / Grievance / Complaint to initially decide whether to raise verbally or in writing, and whether they view it as Feedback or Grievance or Complaint. When raising with the appropriate staff member or Trustee, they can agree with them whether the matter is indeed feedback, or a grievance, or a complaint

3. POLICY EQUALITIES STATEMENT

Stratford Upon Avon Foodbank (SUAF) is committed to practices that protect from harm regardless of a person's age, gender, disability, racial heritage, religious belief, sexual orientation or any other characteristic as covered by the Equality Act 2010.

4. AIMS OF THE POLICY

Our promise and commitment

We recognise that there may be times when our services and activities do not meet your expectations. If this happens, it is important that we know about it as soon as possible so that we can deal with the situation effectively to try to prevent it from happening again and to learn from our mistakes. We promise to take all feedback, grievances and complaints seriously and to deal with them in a timely manner.

5. HOW TO REGISTER A GRIEVANCE, COMPLAINT OR GIVE FEEDBACK

Whether feedback, a grievance or a complaint you can raise this initially either verbally or in writing (email), although for a 'formal' complaint we encourage this to be put in writing from the outset. Please raise with a Staff Member or Trustee according to the matrix below in Appendix 1, and/or please also see the Pocket Reference Guide below.

Please tell us what your grievance, complaint or feedback is about and what you would like to see happen as a result. Please also tell us how you would like to be contacted regarding the complaint, providing email address, phone number or address as appropriate.

6. WHAT WILL HAPPEN AFTER RAISING A GRIEVANCE or COMPLAINT, or GIVING FEEDBACK?

For feedback or grievances, these should normally be raised verbally. If you require a documented or formal response then it needs to be provided in writing / by email, and directed to the Staff Member or Trustee as below. They will endeavour to respond to you within five working days.

For complaints, these must be raised in writing, and where the following will happen after it is raised:

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 (see the matrix – Appendix 1).
2. The person responsible will arrange to hear from you directly the details of your complaint and what you would like to see happen as a result.
3. The person responsible for the investigation will write (email or post) to you with their findings and proposed resolution within twenty-eight days from receipt of the complaint*, based on the assessment of the panel, (see the below matrix – Appendix 1).
4. If you are dissatisfied with the outcome of the investigation, you may appeal or escalate your concerns. Letters or email must be received within twenty-one working days of the date on the correspondence notifying you of the outcome of the first investigation. The Complaint Lead will have advised you on who any appeal should be made to, (see the below matrix – Appendix 1).
5. The complaint will be reinvestigated and you will be informed of the outcome within 10 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.

Wherever possible, Stratford-upon-Avon Foodbank (SUAF) 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.

This policy was approved by the Trustees at the Trustee Meeting on xxxx.

Name: Phil Dickinson	Signed:
Position: Chair of Trustees	Date: 9/1/2024

Version Control

Version Number	Date	Action Taken	By Whom
V3	1/6/2023	Approved by the Trustee Board	Phil Dickinson
V4	14/12/23	Draft of V3 edited for review by Secretary	Phil Dickinson

Appendix 1

Complaints (Written) and Grievance (Verbal) Process Matrix							
If Complaint or Grievance is about ---->	Our Operations / Service	Concerning an Individual					
		Chair	Vice-Chair or Secretary or Treasurer	Another Trustee	Staff - Foodbank Manager	Staff - Other	Volunteer
Who Leads in Gathering information on the complaint : Please raise the complaint with them	Assistant Manager	Vice-Chair / Secretary	Chair	Vice-Chair / Secretary	Chair	Foodbank Manager	Foodbank Manager
Leads' Contact Email : all end @stratforduponavon.foodbank.org.uk	info@	secretary@	chair@	secretary@	chair@	projects@	projects@
Who is on the panel who assesses and decides on the complaint ---->	Lead (as above), Foodbank Manager + A Trustee	Lead (as above) + 2 other Trustees (not Chair)	Lead (as above) + 2 other Trustees	Lead (as above) + 2 other Trustees (not Chair)	Lead (as above) + 2 other Trustees	Lead (as above) + 2 other Trustees (not Chair)	Lead (as above) + 2 other Trustees (not Chair)
If the accused appeals, who decides on the appeal ---->	Another Trustee	Another Trustee (not on panel), appointed by the Secretary / Vice Chair	Another (non-panel) Trustee appointed by the Chair	Chair	Another (non-panel) Trustee appointed by the Chair	Chair	Chair

With Vice Chair email address not actively used, please contact The Secretary, who is the Vice Chair on secretary@stratforduponavon.foodbank.org.uk

Complaints, Grievance and Feedback: Pocket Reference Guide

Note: A (formal) complaint **MUST** be raised in writing. A grievance or feedback can be shared verbally or in writing.

