Medway Foodbank Complaints Policy

Medway 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 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, Medway Foodbank has a Complaints Policy so that we can work towards a resolution in a fair and transparent manner.

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, to learn from our mistakes and to continually improve what and how we do things. We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

How to register a complaint or give feedback

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
- By phone: 01634 757057
- By email: info@medway.foodbank.org.uk
- Write to the following address:

Medway Foodbank
Help in the Community
Unit 26, Riverside 1
Sir Thomas Longley Road
Medway City Estate
Rochester
Kent ME2 4DP

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?

- Your complaint will be acknowledged within five working days of receipt. (For office use: Appendix 1)
- We will advise you who will be responding and by what date you can expect a full response.
- Wherever possible, we will respect your confidentiality and keep details confidential
- 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.

Further Action

If you are unhappy with the response you receive, you can escalate your concerns (within two weeks of you having received a written response) to the Chair of Trustees, Help in the Community, who will also investigate the matter and advise you on the next steps to resolving your complaint.

If this does not resolve the issue you are able to contact the Charity Commission www.gov.uk/government/organisations/charity-commission or the Fundraising Regulator www.fundraisingregulator.org.uk . Both organisations can support you with a complaint.

Data Privacy Statement

Medway Foodbank – Help in the Community is registered as a data controller with the UK Information Commissioner's Office under registration number: **ZA195970.**

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, to monitor and improve our services.

We will collect personal information including your name and contact details, postal address, telephone number, 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 to enable us to understand what has happened, and to help you seek a satisfactory resolution.

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.

We keep this information for 1 year 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 aggregated and anonymised.

For further information about how we use your personal information see our Privacy Policy available in the blue footer section of our website in the ‘Policies’ section.

Agreed by trustees: March 2025

Review date: March 2026

FOR OFFICE USE: Appendix 1

MEDWAY FOODBANK: COMPLAINT INFORMATION

Date complaint received: _____

Complaint acknowledged within 5 days:

Name of investigator: _____

Details of complaint and plan of action:

Outcome:

Signed by investigator: _____ Date: _____

N.B. All complaints and outcomes MUST be reported to the trustees.