

Pontefract Foodbank

Compliments, Suggestions and Complaints - Quick Guide

Why compliments, suggestions and complaints are important to us

At Pontefract Foodbank we are committed to delivering a high standard of service to anyone who engages with our work. We welcome compliments, suggestions and complaints from the people who use our food bank, from referral agencies, and anyone else we come into contact with during the course of our work. We will use feedback to help us to see what we are doing well and where we can make improvements.

How to register a compliment, complaint or give feedback

If you would like to make a compliment about our work or a particular volunteer or submit a complaint, you can contact us in one of the following ways:

- *Tell one of our volunteers *Phone: 07935530583 *Email: info@pontefract.foodbank.org.uk
- *Complete a 'Compliments, Suggestion and Complaints Form'
- *Write to: The Chair of Trustees, Pontefract Foodbank, Central Methodist Church, Newgate, Pontefract, WF8 1NB

Complaints should fully explain the problem, how it occurred, and the effect on you. They should suggest what can be done to put things right and include your contact details.

How we will deal with compliments, suggestions and complaints

We will ensure that all compliments and positive feedback is shared with the appropriate people, used to build on our high standards and used anonymously to celebrate our work.

We will take all complaints seriously, investigate promptly and ensure they are dealt with respectfully and discretely. We will usually contact you within 28 days of receiving a complaint, unless there are complications and the matter takes more time to resolve.

Confidentiality

We will usually share the information you provide only with those who need to know. In relation to complaints, this will usually include anyone involved in the investigation and those responsible for making improvements. There may be occasions when we cannot provide absolute confidentiality, e.g. where a vulnerable person may be at risk of harm. Where the complaint is about the behaviour of one of our volunteers you will not be given details of the action we have taken, as such information is confidential.

Other information

We use the personal information that you provide in accordance with the Data Protection Act 2018 to process your complaint.

Anonymous complaints about relatively minor issues will not be investigated.

If a complaint contains abusive or offensive language, then we reserve the right to not respond. We reserve the right to report any such communication to the Police.