

Coalville Foodbank Complaints Policy and Procedure

Policy statement

Coalville 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.

Philosophy

Coalville 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 in the section below.

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 food bank Jade Desombre – Foodbank Manager
- By phone: 01530 838 355
- By email: info@coalville.foodbank.org.uk

- Write to the following address: New Life Church, Margaret Street, Coalville, Leicestershire, LE67 3LY

Please tell us what your comment or complaint is about and what you would like to see happen as a result. 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:

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 write to you with their findings and proposed resolution within twenty one 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 tim@newlifechurchcoalville.co.uk. Letters must be received within twenty one working days of the date on the correspondence notifying you of the outcome of the first investigation.
4. The complaint will be re-investigated 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, Coalville Foodbank will respect your confidentiality. 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 adult with additional support needs may be at risk of harm.