

## Do you have a complaint about Bexhill Foodbank or the Bexhill Foodbank Advice Service?



We endeavour to ensure that all our clients are happy. However, if you feel we have let you down in some way, please do talk to us.

### You can talk to us informally

If you are unhappy with the service you have received from us or the way you have been treated you can ask to speak to the Foodbank & Advice Service Manager. Please do this as soon as possible, so we can deal with your complaint at the earliest opportunity. If you feel the Foodbank & Advice Service Manager can't resolve your issue or if you are still unhappy you can make a formal complaint.

### Make a formal complaint

You can contact us in one of the following ways:

- By email to [info@bexhill.foodbank.org.uk](mailto:info@bexhill.foodbank.org.uk)
- In writing to the following address: Bexhill Foodbank, 19/20 Station Road, Bexhill, East Sussex. TN40 1RE

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

Your complaint will be investigated by an independent person, not involved with the running of the foodbank, normally one of our trustees.

The person responsible for the investigation will write to you with their findings and proposed resolution within 28 days from receipt of the complaint.

If you are unhappy with our response or the outcome of your complaint you can appeal to the Chair of Trustees. Full details are available in our Complaints policy which is available online or by request.



*Bexhill Foodbank and the Bexhill Foodbank Advice Service are social projects of the charity Churches Together in Bexhill. Registered charity number 1205042 / Registered in England and Wales.*