

Inverclyde Foodbank Complaints Procedure

Inverclyde Foodbank is committed to delivering a high standard of service to anyone who engages with our work. We believe 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 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. Where possible, concerns will be resolved informally. 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, Inverclyde Foodbank has a complaints procedure 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, try to prevent it from happening again, and learn from our mistakes.

We promise to take all feedback and complaints seriously and to deal with them in a timely manner. Where we have been at fault, we will apologise and explain what we will do to put things right.

What we mean by “complaint”

A complaint is an expression of dissatisfaction about the service Inverclyde Foodbank provides, including decisions, actions, or failures to act.

Compliments and comments may be addressed informally. If you want the matter handled formally, please say so when you contact us, and we will treat it as a complaint under this procedure.

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
- By email: Office@hopeinverclyde.com
- Write to the following address: Hope Community Church, Greenock, PA16 8TR

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?

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.

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

If you are dissatisfied with the outcome of the investigation, you may appeal or escalate your concerns to Operations Manager. Letters must be received within twenty-one working days of the date of the correspondence notifying you of the outcome of the first investigation.

The complaint will be reinvestigated, and you will be informed of the outcome within ten 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.

Confidentiality

Wherever possible, Inverclyde Foodbank 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
- there is a serious risk to health, safety, or welfare
- disclosure is required by law

Anonymous complaints

If you wish to make a complaint anonymously or do not provide contact details, we may treat it as feedback rather than an investigable complaint. In these circumstances, we may be unable to provide an outcome or investigate fully.

Complainant behaviour

We will not tolerate abusive or offensive language or threatening behaviour towards staff, volunteers, or others. If a complaint includes abusive or offensive language, threats, or behaviour that prevents staff/volunteers from handling the matter appropriately, we may limit contact or take other proportionate steps.

Where there is evidence of criminal conduct or a serious risk to safety, we may report the matter to the police.