



Complaints Policy and Procedure

St Albans District Foodbank is committed to delivering a high standard of service to anyone who engages with our work.

We welcome comments, compliments and complaints as these help us to see what we are doing well but also where we can make improvements.

If you have a matter to raise and feel this is a concern rather than a complaint please raise the matter informally with the CEO, Rukia Augustine.

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 this situation you should raise a formal complaint.

Our Complaints Procedure has the following goals:

- to deal with complaints fairly, efficiently and effectively;
- to ensure that all complaints are handled in a consistent manner throughout;
- to use complaints constructively in the planning and improvement of all services.

If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Who can complain?

Anyone who is:

- Receiving a service from or providing support to the St Albans & District Foodbank;
- Caring for someone who has a complaint;
- A voucher holder for the St Albans & District Foodbank;
- Volunteering for the St Albans & District Foodbank.

How to complain

Please email our CEO Rukia Augustine using the heading 'Confidential: complaint'. Her email address is: raugustine@stalbandsdistrict.foodbank.org.uk

Please tell us what your complaint is about and also how we may contact you.

What happens after I complain?

You will receive acknowledgement of your complaint **within 5 working days**. You will be given the name of the person or persons investigating your complaint.

You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person or persons investigating the complaint. Arrangements for an interview will be discussed with you in advance.

You will receive a response to your complaint **within 28 working days** of its receipt. If additional time is required, you will be kept informed of the progress of the investigation and notified of the expected date of completion.

Confidentiality

Wherever possible we 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 to help resolve it. If a complaint relates to the CEO of the Foodbank please direct your email to the Chair of Trustees.

There may, however, be occasions when we cannot provide absolute confidentiality, for example in circumstances where someone may be at risk of harm or where a criminal offence is alleged.

For further information about how we use personal data or information please see our Data Protection Policy.

What happens if I am not satisfied with the outcome of my complaint?

If you are not satisfied with the handling or outcome of your complaint you can ask for a review by a trustee who was not been involved in dealing with your original complaint.

You can contact the Charities Commission for further information on making complaints about a charity.

<https://www.gov.uk/complain-about-charity>

Approved by the Board of Trustees on 17th January 2023.

To be reviewed January 2024.