



COMPLAINTS POLICY

Updated Sep 20



COMPLAINTS POLICY

1. INTRODUCTION

- 1.1. The Newquay Foodbank takes any complaint seriously and will make all attempts to resolve them. To facilitate this, procedures have been established for pursuing and dealing with complaints.
- 1.2. It aims to ensure that complaints are dealt with promptly, fairly and consistently ensuring that the rights of the alleged perpetrator, if any, are protected as well as those of the complainant.
- 1.3. Newquay Foodbank Volunteers, contractors, Clients and other members of the public should follow the Foodbank Complaints Procedure, set out in this policy, when making a complaint.
- 1.4. All personnel will have access to a copy of the Complaints Policy on the Newquay Foodbank website and a copy of the Complaints Procedure will be on show at all sessions.

2. LEGISLATION

- 2.1. Newquay Foodbank will operate within the legislative requirement of the:
 - 2.1.1. Equalities Act 2010
 - 2.1.2. Human Rights Act 1998
- 2.2. In addition, the Foodbank and its Volunteers will abide by the following:
 - 2.2.1. Newquay Foodbank Equality and Diversity Policy
 - 2.2.2. Newquay Foodbank Data Protection Policy

3. COMPLAINTS

- 3.1. For the purpose of this policy a complaint may be made on the grounds of:
 - 3.1.1. Harassment.
 - 3.1.2. Abuse.
 - 3.1.3. Working Conditions.
 - 3.1.4. Breach of any of the Foodbank policies.

4. RESPONSIBILITY

- 4.1. In support of the Statement of Intent Newquay Foodbank undertakes to ensure that:
 - 4.1.1. All Volunteers and contractors are informed of their personal responsibilities under this policy.
 - 4.1.2. The Chair will act to resolve all complaints, where possible.

- 4.1.3. Volunteers and contractors are aware of the relevant complaints procedures outlined below.
- 4.1.4. Any allegation of harassment or abuse is investigated sensitively, constructively and confidentially
- 4.1.5. Anyone making a complaint reference harassment or abuse or assisting in an investigation, is protected from any form of intimidation or victimisation.
- 4.1.6. Individuals will be held personally liable for acts of sexual or racial harassment giving rise to legal claims under the Sex Discrimination Act 1975 or the Race Relations Act 1976

5. COMPLAINTS PROCEDURE

5.1. Methods of complaining

5.1.1. Individuals may complain in person, in writing or by telephone within 7 days of an incident. The Complainant should where possible, give:

- 5.1.1.1. The time of incident.
- 5.1.1.2. Date of incident.
- 5.1.1.3. Name/s of persons involved.
- 5.1.1.4. If this complaint relates to 1 or several incidents.
- 5.1.1.5. As much information as possible relating to the complaint.

5.1.2. Stage 1

5.1.2.1. In the first instance, the complainant should contact a Foodbank Committee Member of their choice (exception, not the Chair due to their potential involvement should the complaint require progression). Problems can often be dealt with quickly face to face or over the telephone. The Committee Member should make notes giving as much detail as possible on a Complaints Log Form and record basic information in the Complaints Book.

5.1.2.2. The Committee Member must discuss the facts with the alleged perpetrator before making a decision on how to resolve the complaint. He/she should inform the complainant of their decision, in writing, within 14 days after the complaint was received and record the outcome in the Complaints Book.

5.1.2.3. If a decision cannot be reached at the time the complaint was made, the complainant must be informed in writing of how their complaint is progressing and when it is likely to be resolved.

5.1.3. Stage 2

5.1.3.1. If the Complainant is not happy with the Committee Member's decision or the way their complaint was handled, they must refer the matter to the Chair in writing. An appointment will be arranged for the complainant to meet the Chair to discuss the issue.

5.1.3.2. The Chair must discuss the facts with the alleged perpetrator before making a decision on how to resolve the complaint. The Chair should then inform the complainant of their decision in writing within 14 days and record the outcome in the Complaints Book.

5.1.3.3. If a decision cannot be made at the time of the complaint to the Chair the complainant must be informed in writing of how their complaint is progressing and when it is likely to be resolved.

5.1.4. Complaint against a Committee Member

5.1.4.1. If the complaint is about any of the Committee Members the complainant can write directly to another Committee Member within 7 days; where a possible reply will be acknowledged within 7 days.

5.1.4.2. The complaint will be reviewed by a sub-committee and a confidential report written.

6. RECORDING OF COMPLAINTS

6.1. Care must be taken to ensure that the information is factual, accurate, concise, up to date and legible. Opinions should be minimal and backed by associated evidence. All records should be stored securely to safeguard the individuals' rights to privacy, confidentiality and security.

7. COMPLAINTS LOG

7.1. Committee will be required to complete a Complaints Log, on which they will record:

7.1.1. Details of the person making the complaint.

7.1.2. Form of the complaint – written, Telephone or face to face.

7.1.3. Details of the complaint – unless it is about another individual.

7.1.4. When it was resolved.

7.1.5. When and by what method was the complainant informed of the decision.

7.1.6. Any action required by the Chair.

8. IMPLEMENTATION

8.1. The Committee is responsible for ensuring that this policy is implemented.

8.2. The Chair is responsible for the administration and monitoring the effectiveness of this policy.

8.3. All Volunteers are responsible for the implementation of this policy.

9. MONITORING

- 9.1.** The Committee will review continually its monitoring records in order to assess how successfully the Complaints Policy is being implemented.
- 9.2.** Positive steps will be taken to redress any imbalances revealed in the monitoring process.
- 9.3.** If it is discovered that a breach of this policy has occurred, disciplinary action may be taken.

10. REVIEW

- 10.1.** This policy and its implementation will be reviewed at least annually or where significant financial changes occur.

LAST REVIEWED: Sep 20 CHAIR: Rev Clare Anderson