



COMPLAINTS POLICY & PROCEDURE

POLICY CONTROL

Version	Description	Date	Approval
1.0	Complaints Policy	Sept 2020	Board
1.1	Operations Manager replaced Secretary in Appendix A	Feb 2022	
1.2	Full update	Feb 2024	
2.0	Board Approval	11 June 2024	Board
Next Review:		June 2027	
Owner		Foodbank Manager – Zoe Nixon	

LINKED POLICIES & DOCUMENTS

Equality, Diversity and Inclusion Policy
 Bullying & Harassment Policy
 Data Protection Policy
 Statement of Intent

APPENDICES

A – Complaints Form

COMPLAINTS POLICY

1. INTRODUCTION

- 1.1. Newquay 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 foodbank, referral agencies, staff members and anyone else we come into contact within our work. These help us to see what we are doing well and where we can make improvements.
- 1.2. 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. 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, Newquay Foodbank has a Complaints Policy and Procedure so that we can work towards a resolution in a fair and transparent manner.
- 1.3. Newquay Foodbank takes all complaints seriously and will make all attempts to resolve them satisfactorily. It aims to ensure that complaints are dealt with promptly, fairly and consistently ensuring that the rights of the accused individual/s, if any, are protected as well as those of the complainant.
- 1.4. The term “staff members” is used in Newquay Foodbank’s policies to refer to any employees, volunteers, trustees or contractors that are ‘working’ for the Foodbank. “Foodbank visitors” is the term used to describe the beneficiaries of the Foodbank.
- 1.5. Newquay Foodbank staff members, visitors and other members of the public should follow the Foodbank Complaints Procedure, set out in this policy, when making a complaint.
- 1.6. This Complaints Policy can be found 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:
 - Equalities Act 2010
 - Human Rights Act 1998
- 2.2. In addition, the Foodbank and its staff members will abide by the following:
 - Newquay Foodbank Equality, Diversity & Inclusion Policy
 - Newquay Foodbank Data Protection Policy
 - Newquay Foodbank Bullying and Harassment Policy

3. COMPLAINTS

- 3.1. For the purpose of this policy a complaint may be made on the grounds of:
 - Harassment
 - Abuse

- Working Conditions
- Visitor experience
- Breach of any of Newquay Foodbank policies.

4. RESPONSIBILITY

4.1. Newquay Foodbank undertakes to ensure that:-

- All staff members are aware of the relevant Complaints Policy and Procedures, and of their personal responsibilities under this policy;
- Any allegation of harassment or abuse is investigated sensitively, constructively and confidentially;
- Anyone making a complaint or assisting in an investigation, is protected from any form of intimidation or victimisation.

5. COMPLAINTS PROCEDURE

5.1. Making a complaint or providing feedback

If anyone has a complaint, or would like to share a concern, compliment or comment on any aspect of the service, they can contact Newquay Foodbank in one of the following ways :-

- In person to a staff member at the Foodbank
- By phone: 07534 086456
- By email: operationsmanager@newquayfoodbank.co.uk
- In writing: Operations Manager, Newquay Foodbank, St Michael's Church, Newquay. TR7 1RA

If the person making a complaint is a staff member of Newquay Foodbank, they should address the complaint to their immediate line manager initially ie for volunteers this would be their group or session Lead. Where the complaint relates to this individual, the complaint should be addressed to the Foodbank Manager. Where it relates to a Foodbank Manager, this should be addressed to Chair of Trustees.

The person should provide details of their complaint or feedback and include as much as possible of the following detail:-

- Date and time of incident;
- Name/s of persons involved;
- If this complaint relates to 1 or several incidents;
- As much information as possible relating to the complaint;
- What they would like to see happen as a result of the complaint;
- How they can be contacted with the Foodbank's response.

5.2. What happens next?

- a) Stage 1 - Newquay Foodbank will acknowledge the complaint within 5 working days of receipt and provide the Complainant with the name of the

person responsible for investigating the matter - this may not be the person the complaint was originally sent to.

- b) The person responsible for the investigation will write to the Complainant with their findings and proposed resolution within 28* days of the receipt of the complaint. The Complainant will be asked to confirm they are happy with the results of their complaint.
- c) Stage 2 - If the Complainant is dissatisfied with the outcome of the investigation they may appeal and escalate their concerns to the Operations Manager or, if the complaint concerns the Manager, to the chair of the Trust Board. Contact must be received from the complainant within 21 days of the date on the correspondence notifying them of the outcome of the first investigation.
- d) The complaint will be reinvestigated and the Complainant will be informed of the outcome within another 10* working days.

* If a complaint is particularly complex the Complainant will be contacted to advise of the longer lead times for the response to the complaint.

Wherever possible, Newquay Foodbank will respect confidentiality and keep complaints 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.

5.3. Complaint against a Trustee

If the complaint is about any of the Trustees of the Board, the Complainant can write directly to another Trustee following the procedure above. The procedure will follow the same Stages and timescales as above.

5.4. Recording of Complaints

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 will be stored securely to safeguard the individuals' rights to privacy, confidentiality and security.

6. COMPLAINTS FORM

6.1. The investigator dealing with the complaint will be required to complete a

Complaints Form, on which they will record:

- Details of the person making the complaint
- Form of the complaint – written, telephone or face to face.
- Details of the complaint
- Details of discussions held
- Actions proposed
- Confirmation of acceptance by the Complainant

7. RESPONSIBILITIES

7.1. Newquay Foodbank Trustees are accountable for:-

- Ensuring that this policy is implemented
- Reviewing Complaints outcomes
- Reviewing & updating the policy
- Ensuring changes to practice where necessary as a result of feedback
- Being the final place of appeal

7.2. Newquay Foodbank Manager is responsible for:-

- Monitoring the effectiveness of this policy
- Reporting Complaints outcomes to the Trustees
- Providing advice to the Trustees regarding changes that may be required
- Escalated investigation (Stage 2) for Complaints

7.3. Newquay Foodbank Assistant Manager is responsible for:-

- Ensuring that the policy is implemented by all Foodbank teams
- Initial investigation (Stage 1) for each Complaint

8. MONITORING

8.1. The Trustees will review continually to assess how successfully the Complaints Policy is being implemented. Positive steps will be taken to redress any imbalances revealed in the review process.

8.2. If it is discovered that a breach of this policy has occurred, disciplinary action may be taken.

9. REVIEW

9.1. This policy and its implementation will be reviewed at least every three years or where significant change occur.



APPENDIX A TO COMPLAINTS POLICY

COMPLAINTS FORM

Name of Complainant _____ Date made _____

Contact Details for correspondence _____

Investigator name _____

Nature of Complaint	Date(s) issue arose
Details of Complaint	
Details of follow up discussions held	
Actions Proposed	

Matter Resolved at Stage 1? Y / N

Date confirmation received from Complainant _____

If further action is required, please refer the complaint to Stage 2 in accordance with the Foodbank Complaints Procedure.

Stage 2 Activities

Matter Resolved at Stage 2? Y / N Date confirmation received from Complainant _____



Once complaint is complete retain this form for official records.

