

Waveney Foodbank Complaints Policy and Procedure

Policy statement

Waveney 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, volunteers and anyone else we come into contact with during our work. These help us to see what we are doing well and where we can make improvements.

Philosophy

Waveney Foodbank aims to ensure that:

- Making a complaint is as straightforward as possible.
- Complaints are dealt with promptly, courteously, and discreetly – with information shared on a “need to know” basis only.
- We respond clearly with explanations, apologies (if we’re at fault), or information about the outcome.
- We learn from complaints and use them to make improvements in the way we work.
- The policy procedure is accessible to all regardless of age, disability, gender, ethnicity, or sexual orientation. If you require a copy of this policy in an alternative format, please contact us on any of the contact details in the section below.

How to make a complaint or give feedback

Most complaints can be sorted informally, but if you prefer a formal process, here’s what to do:

1. Write to us at:

Project Manager

Unit 9b Brome Industrial Estate

Brome, Eye, Suffolk, IP23 7HN

2. Or email us at: info@waveney.foodbank.org.uk with “Complaint” as the subject.

3. Please include:

- A full explanation of the issue.
- How it affected you.
- What you think we should do to fix it.
- How we may contact you, if you choose to remain anonymous, we will not be able to ask for further information or reply.

What happens next:

1. We will acknowledge your complaint within **5 working days** of receipt and tell you who is handling it.
2. The person responsible for the investigation will write to you with their findings and proposed solution within **28 days** from receipt of the complaint (unless the case is complex in which case we will keep you updated).
3. If you are unhappy with the outcome of the investigation, you may appeal or escalate your concerns to our chair of trustees. Letters must be received within **21 working days** of the date on the correspondence notifying you of the outcome of the first investigation.
4. Your complaint will be reinvestigated, and we will let you know the final outcome within **10 working days**.

Other information

Complaints about **staff behaviour or attitude** will be handled by their manager following our staff policies. We will not share confidential details about actions taken.

If your complaint contains abusive or offensive language, then we reserve the right to not reply. We also may report any such communication to the police.

Some complaints may require Waveney Foodbank to report the matter to a relevant external regulator, such as the Fundraising Regulator or the Charity Commission.

Data Privacy Statement

Waveney Foodbank is registered as a data controller with the UK Information Commissioner's Office under registration number ZA270813. We use personal information that you provide in accordance with data protection law to monitor and improve our services.

We will collect personal information including your name and contact details, including postal address, telephone number, email address and social media contact information, in order to be able to investigate your complaint and to communicate with you about it. We will also collect sufficient information about the situation that you are contacting us about to be able to understand what has happened and help you seek a resolution to your complaint. We may also provide information to authorities such as the police or social services where necessary. Information gathered is accessed by food bank staff and/or volunteers and may be shared with advice agencies or professional services firms (e.g. if your complaint relates to safeguarding and we seek guidance as to next steps).

Where your complaint relates to services involving our partners, for example a referral agency or Trussell, then we may need to share your information with a third party.

We keep this information for 2 years after your complaint has been closed, unless we have a requirement to keep it longer, in which case we will let you know. After this time the data will be aggregated and anonymised.

For further information about how we use your personal information see our Privacy Policy available on request.

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