

## Stoke-on-Trent Foodbank Complaints Policy & Procedure

### Policy Statement

Stoke-on-Trent 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 guests, referral agencies, volunteers, 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.

We aim to promote an environment where people are encouraged to raise and discuss issues informally and, where necessary, seek solutions to prevent them from 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, Stoke-on-Trent 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 to try to prevent it from happening again and to learn from our mistakes. We promise to take all feedback and complaints seriously, to acknowledge them within 7 days, and to fully respond to them within 20 working days.

### 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 foodbank
- By phone: 01782 317942
- By email: [info@stokeontrent.foodbank.org.uk](mailto:info@stokeontrent.foodbank.org.uk)
- Write to the following address:

Stoke-on-Trent foodbank, Magdalen Road, Stoke-on-Trent, Staffordshire, ST3 3HS

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 we will tell you who will be dealing with the matter. We will give you a full response within 20 working days.

Wherever possible, Stoke-on-Trent foodbank will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will 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.

### **Who will deal with my complaint?**

We hope that the majority of complaints can be dealt with informally by

1. Distribution Centre leader / Warehouse Co-ordinator

If you prefer to make a formal, written complaint, it will be dealt with by one of the following within 20 working days

2. Stoke-on-Trent foodbank Project Co-ordinator
3. Stoke-on-Trent foodbank Project Manager
4. Stoke-on-Trent foodbank Trustee

**If you are not happy with the response you receive, you can escalate your concerns to**

**5. The Trussell Trust using the following format:**

- In writing, addressed FAO the Complaints Officer at The Trussell Trust, Unit 9 Ashfield Road Trading Estate, Salisbury, SP2 7HL.
- By email to [handlingcomplaints@trusselltrust.org](mailto:handlingcomplaints@trusselltrust.org) with the subject heading 'complaint'
- Please include a full explanation of the problem, how it occurred, and the effect on you.
- Describe what you think we should do to put things right,

*Complaints Policy and Procedure adopted by Trustees of Stoke-on-Trent foodbank on 1<sup>st</sup> March 2017 for immediate implementation and periodic review.*

Signature of Chair of Trustees

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Lilian Dodd

Date March 2023