



Medway Foodbank Complaints Policy

Medway 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 clients, referral agencies, volunteers and anyone else we come into contact with in 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 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, Medway Foodbank has a complaints policy 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, to learn from our mistakes and to continually improve what and how we do things. We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

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: 01634 757057
- By email: info@medway.foodbank.org.uk
- Write to the following address:

Medway Foodbank
Help in the Community

Unit 19, Riverside 1
Sir Thomas Longley Road
Medway City Estate
Rochester
Kent ME2 4DP

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?

- Your complaint will be acknowledged within five working days of receipt.
- We will advise you who will be responding and by what date you can expect a full response.
- Wherever possible, we will respect your confidentiality and keep 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.

Further Action

If you are unhappy with the response you receive, you can escalate your concerns (within two weeks of you having received a written response) to Chair of Trustees, Help in the Community, who will also investigate the matter and advise you on the next steps to resolving your complaint.

If this does not resolve the issue you are able to contact the Charity Commission www.gov.uk/government/organisations/charity-commission or the Fundraising Regulator www.fundraisingregulator.org.uk . Both organisations can support you with a complaint.

Agreed by trustees: 3.4.19

Review date: April 2020