



Wirral Food Bank Complaints Procedure

1. Clients are entitled to be treated with respect, courtesy and fairness.
2. Wirral 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.
3. The Trustees are responsible for monitoring the effectiveness of Foodbank procedures and the performance of employees and volunteers. We welcome comments, compliments and complaints from the people who use Wirral Foodbank. These help us to see what we are doing well and where we can make improvements.

Our promise and commitment

4. 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, Wirral Foodbank has a complaints procedure so that we can work towards a resolution in a fair and transparent manner.
5. 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

6. 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 food bank
 - By phone: 0151 638 7090
 - By email: manager@wirralfoodbank.org.uk
 - Write to the following address:

In Confidence
General Manager
Wirral Foodbank
Unit 14
Wirral Business Centre
Dock Road
Birkenhead
Wirral
CH41 1JW

7. 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.
8. If your complaint is against the General Manager, Wirral Foodbank, please write to the Chair of Trustees at the following address:

IN CONFIDENCE
Chair of Trustees
Wirral Foodbank
Unit 14
Wirral Business Centre
Dock Road
Birkenhead
Wirral
CH41 1JW

What will happen after I complain?

- 9. The General Manager, Wirral Foodbank, will investigate your complaint. (If the complaint is against the General Manager, it will be investigated by a Trustee of Wirral Foodbank)
- 10. We will acknowledge your complaint within five working days of receipt.
- 11. We will write to you with the outcome of the investigation and any proposed resolution within twenty working days from receipt of the complaint.
- 12. If you are dissatisfied with the outcome of the investigation you may appeal or escalate your concerns in writing to:

IN CONFIDENCE
Chair of Trustees
Wirral Foodbank
Unit 14
Wirral Business Centre
Dock Road
Birkenhead
Wirral
CH41 1JW

- 13. The complaint will be reinvestigated and you will be informed of the outcome within 10 working days*.

* unless the complaint is particularly complex or time-consuming, in which case you will be kept informed of the progress of the investigation and notified of the expected date of completion.
- 14. Wherever possible, Wirral Foodbank will respect your confidentiality and keep your complaint 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.

- 15. Any issue which falls under the following definition of “serious incident” will be reported speedily to the Charity Commission: A serious incident is an adverse event, whether actual or alleged, which results in or risks significant:
 - harm to the charity’s beneficiaries, staff, volunteers or others who come into contact with the charity through its work.
 - loss of the charity’s money or assets
 - damage to the charity’s property
 - harm to the charity’s work or reputation.

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