

**Ramsey Foodbank**

**Complaints Policy 2022**

**Signed:Rev’d Iain Osborne**

**Date:30th October 2022**

**Review Date: 30th October 2023**

Ramsey 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 food bank, 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 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, Ramsey 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 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 food bank
* By phone: 01487 812648
* By email: info@ramsey.foodbank.org.uk
* Write to the following address:

Ramsey Foodbank

Thomas A Becket Church

Hight Street

Ramsey

Huntingdon

PE26 1DE

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?**

1. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.
2. The person responsible for the investigation will write to you with their findings and proposed resolution within twenty-eight days from receipt of the complaint\*.
3. If you are dissatisfied with the outcome of the investigation, you may appeal or escalate your concerns to Revive Ramsey, the Trustees of Ramsey Foodbank, letters must be received within twenty-one working daysof the date on the correspondence notifying you of the outcome of the first investigation.
4. 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.

Wherever possible, Ramsey 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 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.

**Data Privacy Statement**

Revive Ramsey is registered as a data controller with the UK Information Commissioner’s Office under registration number ZA106294

We use the personal information that you provide in accordance with the Data Protection Act 2018 to process your complaint. We have a legitimate interest in holding this information in order to be able 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.

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

We keep this information for 12 months after your complaint has been closed, unless we have a requirement to keep it longer, in which case we will inform you of this. 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 at  <https://ramsey.foodbank.org.uk>

**Responsibility for this policy**

The overall responsibility for implementing and monitoring the effectiveness of this policy rests with the Operations Manager and Team Leaders of Ramsey Foodbank.

All staff and volunteers, irrespective of their role or seniority, should familiarise themselves with this policy,

Disciplinary action, including dismissal, may be taken against any employee found guilty of unfair discrimination or harassment. Volunteers will be asked to leave in the same circumstances.

**Communication of this policy**

All job applicants, both staff and volunteers, will be made aware of this policy and a copy will be included in the Employee Handbook, available for all volunteers or staff to view in the Foodbank Store (the Choir Vestry). In addition, employees and volunteers will be reminded of this policy from time to time through such means as emails, training events etc

**Implementation, monitoring and review of this policy**

This policy will take effect from October 2022. TheFood bank operations manager has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis and at least annually following its implementation and may be changed from time to time.

Any queries or comments about this policy should be addressed to your Line Manager