



COMPLAINTS POLICY

The Sid Valley Food Bank aims to provide its volunteers and service users with the best possible service.

However, from time to time there may be occasions when users of our support services feel that the quality falls short of what they could reasonably expect. Your continued goodwill is greatly valued by us and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the volunteer or Trustee concerned.

If your complaint to the volunteer has not resolved the matter, please write to the Chair of Trustees who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Chair the complaint should be addressed to the Vice Chair of the Trustees (marked 'confidential') at the address below.

The Chair will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.

The complainant will have the right if dissatisfied with the results of the enquiry to put their case, in writing, to the Trustees as a group. If the appeal is found to be justified, the Chair of the Trustees will agree any necessary further action with the complainant. The decision of the appeal is final and no further appeal to the Food Bank is possible.

Where the complainant remains dissatisfied, they have the right to take the complaint further. Contact Citizens Advice for advice on how to proceed or the Charities Commission, see <https://www.gov.uk/complain-about-charity>

The Chair will keep the Trustees informed of the number and nature of complaints, and the outcomes. They will report to the Trustees on this at least annually.

If you have a complaint: Contact the Chair of Trustees, Sid Valley Food Bank, Primley Church, Primley Road, Sidmouth, EX10 9LB