



Complaints & Compliments Policy

Charity Number: 1156481

Introduction

It is the policy of Sherborne Food Bank to consider all feedback – complaints, compliments, comments, or suggestions seriously. Where the need for change is indicated we will act promptly on what has been learned. We will always try to resolve complaints swiftly and informally, but where this is unsuccessful or unacceptable to a complainant, a formal procedure will be invoked.

Complaints

A complaint is an expression of dissatisfaction with the standard of service, action or lack of action by Sherborne Food Bank or its representatives affecting an individual client or group of clients. A client is defined as a direct recipient of our services.

Informal Procedure

It is often possible to resolve a complaint informally and we would encourage a client to speak to their Referring Agency in the first instance. The complaint may be resolved quickly by way of an apology or an explanation.

However, if you do not want to speak to your Referring Agent, or you do not receive an acceptable resolution, then you should contact one of our Trustees either in person or in writing.

If the Trustee's attempts to resolve the matter informally are not successful, or if you do not want to pursue the informal approach, then you can follow the formal procedure.

Formal Procedure

Where an informal complaint has not reached a satisfactory conclusion, then a formal complaint should be made in writing to the Sherborne Food Bank Trustees, c/o St Pauls Church, St Pauls Close, Sherborne, Dorset, DT9 4DU. The Trustees will acknowledge receipt of the complaint within five working days, unless circumstances make this impossible, in which case they will respond at the first opportunity. Their response may ask for further information if necessary.

In the meantime, the Trustees will investigate the complaint, which will usually involve a confidential discussion with the volunteer member involved.

You will receive a full response within 28 days of receipt of your original letter, or, if further information was required, from receipt of that information. This response will detail the investigation, whether the complaint has been upheld, and the redress (if appropriate) offered to you, e.g. an apology or signposting.

Where a formal procedure has not reached a satisfactory conclusion, then you can request and appeal within seven working days of receiving the response. Your appeal should outline the reasons for

dissatisfaction and be addressed to the Trustees.

The Trustees will convene an Appeals Panel at the first opportunity to discuss the case. You will be given the opportunity to address the panel in person, in writing, or both. The Chair of the Panel will report the decision within 14 working days. Where issues remain unresolved a representative of the Referring Agency (i.e. Citizens Advice or Dorset Council or Other) will join the Appeals Panel to assist them in finding a resolution.

If you remain unhappy with the outcome, you can complain to the Charities Commission. Our Registered Charity Number is 1156481.

Please note that in instances relating to safeguarding – for instance allegations against volunteers – you should refer to Sherborne Food Bank’s Safeguarding Policy.

Compliments

A compliment is an expression of satisfaction with the standard of service or action by Sherborne Food Bank and our volunteers, affecting an individual client or group of clients.

If you wish to let us know that you are pleased with our services or would like to suggest ways in which we could improve, then please contact us below.

Sherborne Food Bank, c/o St Pauls Church, St Pauls Close, Sherborne, Dorset, DT9 4DU.

Email: help@sherbornefoodbank.org

The Trustees,
Sherborne Food Bank
Sept 2022