

Complaints procedure

Complaints procedure

Purpose

Littlehampton District Foodbank is committed to tackling behaviour that is deemed inappropriate in working relationships. In many instances, the issues can be resolved informally. Any complaint will be dealt with seriously and investigated quickly.

Scope

This policy applies to all trustees, employees, volunteers, job applicants, students on work experience or placements, and service users.

Policy statement

Littlehampton District Foodbank believes that the best way to improve our service is by learning from the people who use it. We welcome comments, compliments and complaints from service users, referral agencies, volunteers, and anyone else who comes into contact with our work. These help us to see what we are doing well and where we can make improvements.

Complaints

All complaints will be dealt with as confidentially as possible. However, Littlehampton District Foodbank has a duty of care to all trustees, employees, volunteers, and service users, and it may be necessary to investigate and take action regarding a complaint without the consent of the complainant.

Definitions

Informal complaints

If the complainant feels able to, then often the quickest and most effective means of dealing with an issue is for them to raise the matter informally, making the person aware that their behaviour is unacceptable and explaining why.

Formal complaints

If the informal procedure has been ineffective, or the complaint is so serious that the informal procedure would be inappropriate, then a trustee, manager or deputy manager should be notified as soon as possible. The staff member and complainant should make a record of the incident(s), detailing:

- what happened
- where and when it happened
- who was involved
- any witnesses

This record should be kept up to date if any further incidents occur. It would also be useful at this stage for the complainant to consider how the situation could be resolved.

Investigation of complaints

The complaint must be formally acknowledged within 5 days of receipt, and the complainant informed of who will be investigating. The complainant must be updated by the named person within a further 10 days.

If the investigation reveals that the complaint is valid, prompt attention and disciplinary action may be taken to stop the harassment/bullying immediately and prevent its recurrence. In this instance the complainant can be informed that action has been taken, but in order to protect privacy they cannot be told what that action is.

A trustee, employee or volunteer who is found to have made a malicious complaint will be subject to the standard disciplinary process.