

COMPLIMENTS AND COMPLAINTS POLICY

Version No: 2
Effective From: February 2024
Review Date: February 2027

1. POLICY STATEMENT

B30 and South Birmingham Foodbank is committed to providing high standards of service in its operations, by:

- Providing volunteers with the training and support required to carry out their duties to a high standard
- Operating in line with regulatory requirements and current best practice
- Working to resolve complaints at first point of contact

We recognise that on occasions foodbank users or partners may feel that the expected standards of service delivery have not been met and consequently may make a complaint. On other occasions customers may wish to highlight positive experiences via a compliment.

This policy sets out the framework within which feedback through all complaints and compliments will be managed.

2. POLICY AIMS

- All formal complaints within our system are dealt with satisfactorily and within reasonable timescales
- Users are aware of their rights and responsibilities and have realistic expectations of potential outcomes
- Complaints are seen as a positive learning experience and used to continually improve our services
- Trustees and volunteers are aware of their responsibilities and action required when dealing with a complaint
- Compliments are logged and used as a way of recognising the appreciation for the services we provide

3. THE POLICY

We define a formal complaint as:

“A statement of dissatisfaction about an action, lack of action or about the standard of service provided by B30 and South Birmingham Foodbank that the user wishes to formalise”

Our response will be to put things right and recover the service wherever possible, as well as look for opportunities to learn from the complaint.

We define a compliment as:

“An appreciation of the service received, a thank you to an individual or team volunteering for B30 and South Birmingham Foodbank”

4. PATHWAY FOR COMPLAINTS/COMPLIMENTS

Informal Stage 0 – an informal complaint which meets the definition of a complaint (above) but the complainant does not wish to formalise at this point. This could be raised with any trustee or volunteer, and

the foodbank's aim will be for that individual to deal with the complaint in a sympathetic and cooperative manner, in conjunction with the Project Coordinator.

Stage 1 – A formal stage 1 complaint must be made within 3 months of the event giving rise to the complaint. Complaints should be made by email or letter, and should be directed to:

- The Project Manager in most cases, except
- To the Chair of Trustees in cases where the complaint is directed against the Project Manager.

The Project Manager/Chair (or their nominee) will issue an acknowledgement within 5 working days and will aim to respond to all stage 1 complaints within 14 working days of receipt.

Stage 2 – A formal stage 2 complaint must be made within 4 weeks of the stage 1 response or 4 weeks after the final proposed action/resolution identified in the stage 1 response (whichever is longer). Complaints should be made by email or letter, and should be directed to the Chair of Trustees. The complainant should set out why they are not satisfied with the stage 1 response, detailing any evidence or considerations which they feel have been overlooked. They must also advise what resolution they are seeking and why they feel this is appropriate. New evidence that was not available at the time of the stage 1 investigation can be considered at stage 2.

The Chair (or their nominee) will issue an acknowledgement within 5 working days and will aim to respond to all stage 2 complaints within 14 working days of receipt.

In some cases complaints may take longer to deal with, in particular where there is a need for an investigation to be carried out. In such cases the person dealing with the complaint will keep the complainant informed of the timescale for a response.

5. EXCEPTIONS

- This policy does not apply to complaints by volunteers of B30 and South Birmingham Foodbank.
- This policy does not apply to general correspondence not directly related to a complaint.
- The use of social media as a method of expressing dissatisfaction is becoming a more accessible and frequent way to voice concerns. We do not encourage or accept formal complaints via this method, and would encourage complainants to use the channels outlined above. Only the Project Coordinator has the authority to respond via social media.
- Anonymous complaints – these are not dealt with through this complaints policy. However, depending on the nature of the complaint, it may be necessary to investigate the matter in order to protect B30 and South Birmingham Foodbank's interests, especially if the matter could cause serious detriment.
- Whilst it is understood that people sometimes get frustrated, we reserve the right not to respond to complaints which are unreasonable, intensive or vexatious.

6. REPORTING/MONITORING

We will record all complaints (informal and formal) within our systems.

7. CONTACT DETAILS

Complaints and compliments should be directed to:

B30 and South Birmingham Foodbank Project Coordinator
email anne@b30.foodbank.org.uk

B30 and South Birmingham Foodbank Chair of Trustees
email info@b30.foodbank.org.uk

Or by post to: 17 Castle Road, Kings Norton Business Park, Kings Norton, Birmingham B30 3HZ

Janna f. Bess
Chair of Trustees
8/5/24

