



## **Bristol North West Foodbank Complaints Procedure**

Bristol NW 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 clients, 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, Bristol North West 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 foodbank
- By phone: 0117 9235343
- By email: [office@bristolnwfoodbank.org.uk](mailto:office@bristolnwfoodbank.org.uk)
- Write to the following address:

Bristol North West Foodbank, Social Justice Hub, St. Andrew's Church,  
Avonmouth, Bristol, BS11 9EN

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?**

We will acknowledge your complaint within five working days of receipt, and we will tell you who will be dealing with the matter and when you can expect a full response.

Wherever possible, Bristol North West 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 in order 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.

If you are not happy with the response you receive, you can escalate your concerns to Andy Murray (Chair of the Board of Trustees) who will also investigate the matter and advise you on the next steps to resolving your complaint.

Contact details: Andy Murray (Chair of the Board of Trustees)

**email:** [andy@bristolnwfoodbank.org.uk](mailto:andy@bristolnwfoodbank.org.uk)

**Address:** Social Justice Hub  
St Andrew's Church,  
Avonmouth,  
Bristol,  
BS11 9EN

However, if a volunteer wants to complain directly to the Trussell Trust, this would need to go to [Customer.Service@trusselltrust.org](mailto:Customer.Service@trusselltrust.org) with the 'complaint' in the subject line and our complaints policy is as below:

Trussell Trust will deal with the complaint as follows:

1. We will acknowledge the complaint within five working days of receipt and provide the complainant with the name and contact details of the Trussell Trust officer responsible for investigating the matter.
2. The person responsible for the investigation will contact the food bank within a following five working days to notify them of the complaint and enquire into the facts surrounding it.
3. They will write to the complainant with their findings and proposed actions or resolution within 28 working days of the complaint being received\*.
4. Where the food bank has acted fully in accordance with expected standards and procedures, the complainant will be advised of this and advised that the Trussell Trust has no reason to be further involved.
5. If the complainant is dissatisfied with the outcome of the investigation and they appeal within 21 days of receiving the first response, then the investigation may be reopened or it may be restated that the food bank has acted properly, as the investigating Trussell Trust officer judges appropriate.