



Feedback and Complaints Procedure

25th January 2022

Introduction

- Bradford North 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 is by learning both from the people who use the service and the staff and volunteers providing it.
- We warmly welcome feedback in the form of comments, compliments and suggestions from clients, referral agencies, staff, volunteers and anyone else we come into contact within our work. Careful analysis of this feedback helps us to see what we are doing well and where we can make improvements.
- We aim to promote a supportive 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, feel that the issue needs to be taken further, or it is judged that a problem is best approached in a more formal manner for reasons of confidentiality. In these cases, Bradford North 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 client 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 fully appreciate that staff and volunteers working hands on in our warehouses and foodbank centres are well placed to make practical suggestions as to how our practices and procedures can be further improved.
- We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

How to give feedback

- If you would like to share a comment, make a suggestion or compliment us on any aspect of our service, you can contact us in one of the following ways:
 - By completing a Feedback Form (Appendix 2) and returning it to staff/volunteers at a foodbank centre or directly to the address below
 - In person to staff/volunteers at the foodbank

- By phone: 01274 292256
- By email: manager@bradfordnorth.foodbank.org.uk
- Write to the following address:

The Foodbank Manager, Bradford North Foodbank, Unit 12, Newlands House Two, Inspire Bradford Business Park, Bradford, BD10 0JE

What will happen to my feedback?

1. Brief details from all Feedback Forms, letters, emails or phone call records will be routinely logged on the Feedback Log Excel sheet held within the Quality Assurance folder (E3) on the Bradford North Foodbank computer system by administration staff and the original documentation filed for a period of two years.
2. The Feedback Log will be regularly reviewed by the foodbank trustee with quality assurance responsibility and/or by foodbank management and any issues considered to require urgent attention will be dealt with promptly.
3. Any actions taken will be recorded in the Feedback Log.
4. A summary of any recent feedback will be included in the Operational Reports presented at Trustee meetings and consideration given to how effective any corrective or preventive actions already taken have been and what further actions, changes or innovations might be helpful.

How to make a complaint

- If you need to make a formal complaint you can contact us in one of the following ways:
 - By completing a Complaints Form (Appendix 3) and returning it to a volunteer team leader at a foodbank centre or directly to the address below
 - To the Foodbank Manager either by phone on 07598 657057 or by email at manager@bradfordnorth.foodbank.org.uk
 - Write to the following address:

The Foodbank Manager, Bradford North Foodbank, Unit 12, Newlands House Two, Inspire Bradford Business Park, Bradford, BD10 0JE
- Please give us full details of your complaint and what you would like to see happen as a result.
- Please also tell us how we may contact you. Details of how we handle your personal information are given in Appendix 1.
- If the complaint involves the Foodbank Manager then please contact the chair of trustees on trustees@bradfordnorth.foodbank.org.uk or write to *The Chair of Trustees, Bradford North Foodbank, Unit 12, Newlands House Two, Inspire Bradford Business Park, Bradford, BD10 0JE*

What will happen after I complain?

1. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.
2. The person responsible for the investigation will write to you with their findings and proposed resolution within twenty-eight days from receipt of the complaint*.
3. If you are dissatisfied with the outcome of the investigation you may appeal or escalate your concerns to:

- Chair of Hearings Committee, Trustee Board, Bradford North Foodbank, Unit 12, Inspire Bradford Business Park, Bradford, BD10 0JE.
 - Letters must be received within twenty-one working days of the date on the correspondence notifying you of the outcome of the first investigation.
4. The complaint will be re-investigated by up to three trustees (the Hearings Committee) and you will be informed of the outcome within 10 working days*.
5. If you are dissatisfied with the outcome of your appeal to the Trustee Hearings Committee you may appeal or escalate your concerns to:
- Chair of Trustees, Trustee Board, Bradford North Foodbank, Unit 12, Inspire Bradford Business Park, Bradford, BD10 0JE
 - Letters must be received within twenty-one working days of the date on the correspondence notifying you of the outcome of the Hearings Committee,
6. The complaint will be re-investigated by the Appeals Committee made up of three trustees not involved with any preceding investigations or hearings. You will be informed of the outcome within 10 working days*.

** unless the complaint is particularly complex or time-consuming, in which case you will be kept informed of the progress of the investigation and notified of the expected date of completion.*

Wherever possible, Bradford North 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.

Named Quality Assurance Trustee	Jackie Marshall
Monitoring of Procedure	Foodbank Manager
Reporting To	Trustees
Next Review Date	January 2023

This policy was adopted by the trustees on 25/01/2022 for immediate implementation:

BRADFORD NORTH FOODBANK is registered as a data controller with the UK Information Commissioner's Office under registration number **ZA132799**

We use the personal information that you provide in accordance with the Data Protection Act 2018 to process your complaint. We have a legitimate interest in holding this information in order to be able to monitor and improve our services.

We will collect personal information including your name and contact details, including postal address, telephone number, email address and social media contact information, in order to be able to investigate your complaint and to communicate with you about it. We will also collect sufficient information about the situation that you are contacting us about to be able to understand what has happened and help you seek a resolution to your complaint.

Where your complaint relates to services involving our partners, for example a referral agency or the Trussell Trust, then we may need to share your information with a third party.

We keep this information for seven years after your complaint has been closed, unless we have a requirement to keep it longer, in which case we will inform you of this. After this time:

- the data will be aggregated and anonymised
- and files containing personal information will be destroyed according to the safe disposal procedures in operation at the time of disposal.

For further information about how we use your personal information, you may request a copy of our Data Protection Policy. Contact info@bradfordnorth.foodbank.org.uk



Feedback Form

Bradford North Foodbank warmly welcomes feedback in the form of comments, compliments and suggestions from clients, referral agencies, staff, volunteers and anyone else we come into contact within our work. Careful analysis of this feedback helps us to see what we are doing well and where we can make improvements.

Please use the box below for your feedback and continue on the back of this form if necessary.

MANY THANKS FOR YOUR FEEDBACK

OPTIONAL: You do not have to complete this section if you do not wish to but we will be unable to contact you about any actions taken on the basis of your feedback if you choose not to.

Name:

Address and Postcode:

Phone No:

Foodbank Staff: Please return this form to BNFB Office promptly. See below...

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APPENDIX 3: COMPLAINTS FORM



Complaints Form

Bradford North Foodbank takes all complaints very seriously and promises to deal with them in a timely manner. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.

Please provide as much detail about your complaint as possible in the box below, continuing on the back of this form if necessary. Please try to include answers to the following questions: What happened? Where? When? Who was involved? What would you like to see happen?

Name:

Address and Postcode:

Phone No:

Foodbank Staff: Please inform the BNFB Manager of receipt of this form and return it to the BNFB Office promptly.

If there is any suggestion of a safeguarding issue follow BNFB Safeguarding Procedure immediately.