



Daventry Food Bank

**CUSTOMER FEEDBACK
(Complaints, Compliments
and Comments)**

Policy and Procedure

March 2014

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Introduction

The Daventry Food Bank was started by Vineyard Community Church (VCC). VCC have been involved in supporting families and individuals in need since early 2000. We began by forging strong links with many of the front line support agencies within the town; organisations such as Social Services, Women's Aid, Health Visitors and District Nurses.

In February of 2010 we launched the Daventry Food Bank (DFB) and invited all of the support agencies and organisations that we had made links with to signpost to us any families or individuals in need of food.

4 years on and we have been called upon to provide food for 1000s of families and individuals who have found themselves in a place where they cannot feed themselves and/or their children.

Aims

DFB exists to provide emergency/essential food supplies to residents in Daventry District until other parts of the social care infrastructure come in to play. It is committed to ensuring that each individual referred to us is treated with dignity and respect regardless of their race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability

Our Policy

DFB promotes the right of any individual, donor, prospective donor, member of the general public, food recipient, volunteer, business and/or partnering organisation to raise a concern or make a complaint.

Complaints may relate to and are not limited to Daventry Food Bank's programs and campaigns, fundraising initiatives, individual donations or quality and standard of service to Food Bank users.

Concerns, questions and complaints that arise will be handled by the appropriate staff member and will be investigated objectively, fairly and thoroughly in a positive, professional, problem-solving manner. A report of complaints is provided to the board of trustees of VCC (the charity) for their awareness of the nature and number of complaints received by DFB.

How to make a complaint or give feedback

Anyone wishing to make a complaint, compliment or comment can do so either in person or by:

- Email : foodbank@vineyardcommunity.org.uk
- In writing to: Customer Feedback, Daventry Food Bank, 18A Benbow Close, Daventry Northants NN11 4JP
- Via our website www.daventryfoodbank.org.uk by clicking on 'Feedback' and completing our online form.

Complaints and What Happens Next?

Our aim is to put things right if they go wrong as quickly as possible.

The complaints process can be explained using the following steps:

- **Recording your complaint:** the person receiving your complaint will record it. This enables us to monitor the number and type of complaints which assists us in improving our services.
- **Acknowledging your complaint:** whenever possible your complaint will be dealt with at the first point of contact. If this is not possible your complaint will be acknowledged within **3** working days and you will be given the details of the person looking in to the matter.
- **Responding to your complaint:** the person responsible for responding to your complaint will contact you to agree the best way to deal with your particular complaint. Our aim is to give you a full response within **10** working days. If for any reason we can not do this we will let you know when you can expect to receive a response. In any event we would endeavour to respond within 20 working days.
- **Room for error:** if we have made a mistake we will apologise and try to put things right. We will explain what actions we intend to take as a result of your complaint.
- **Your right to respond:** on receipt of a response you have up to 20 working days in which to decide whether to accept or reject the actions/ recommendations we have stated to resolve your complaint.

If you are not satisfied you should contact the person who responded to your complaint or the Food Bank Manager. If the matter cannot be resolved by the Manager, then the matter will be brought before the charity board of trustees who will discuss with you the best way forward.

Record Management and Data Protection

All aspects of the Customer Feedback Procedure meet the requirements of the legislation regarding Data Protection and Freedom of Information.

Any personal information obtained in relation to a complaint will only be used for that purpose.