

Manchester Central Foodbank Complaints Procedure

Your right to complain

Every year Manchester Central Foodbank helps hundreds of clients and works with many volunteers. Although we always try our best to ensure that clients and volunteers leave feeling happy with their experience, we appreciate that this may not always be the case.

We will treat all complaints seriously, quickly and confidentially.

Complaints can help us to improve our service and our working environment.

How to complain

It is important to let us know when things go wrong. In the first instance please try to speak to a member of staff. Hopefully they will be able to resolve the issue straight away. If they are not able to resolve the issue, you may choose to submit a written Formal Complaint.

Formal Complaint Form

Our Complaints Form is available on request from Foodbank staff, from your referral agency (a copy is included in their Referral Agency Handbook), and from the "Contact Us" page on our website.

Formal Written Complaints

Formal Complaints should be handed in, or posted, in a sealed envelope addressed to the Board of Trustees. Formal complaints will be reviewed by the trustees of Manchester Central Foodbank, and we aim to provide a written response to your complaint within two weeks.

Review of your Complaint

If you are not happy with the response to your complaint you can request a further review by the Chair of Trustees. If you are still not satisfied with the response and wish to escalate your complaint, we advise that you contact the Trussell Trust with details of your initial complaint and the response given.

Signed:

Charlotte Fenney – Compliance Officer

Date: 15.04.22

Policy reviewed: 15.04.23

Next policy review date: 16.04.24