**Manchester Central Foodbank Complaint Form**

**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.

**If your complaint is about safeguarding, please follow the safeguarding policy.**

**Complaint Form**

| **Please tell us what your complaint or feedback is about:**  |
| --- |
| **What would you like to see happen as a result of your complaint?** |
| **Please also tell us how we may contact you:** |

Please email this form to info@manchestercentral.foodbank.org.uk or hand it in to a member of staff at a Foodbank session.

We aim to provide a 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. They can be reached at chair@manchestercentral.foodbank.org.uk. 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.

Wherever possible, Manchester Central 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.

**Data Privacy Statement**

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, 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 3 years if the complaint is not upheld, and 6 years if it is upheld 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.