

# Community Emergency Food Bank

## Complaints Policy and Procedure

### Introduction

At the Community Emergency Food Bank (Oxford), known as CEF, we aim to deliver high quality service where the customer is at the heart of everything we do. We welcome all feedback and aim to deal with concerns in a fair and consistent way.

### Key principles

A customer or others acting on their behalf has a right to:

- complain
- be listened to
- have their complaint investigated and resolved as quickly as possible
- have their concerns taken seriously

Our procedure is designed to:

- be accessible and uncomplicated
- promote customer satisfaction
- identify areas where services can be improved
- learn from good practice
- learn from mistakes
- implement improvements in processes and procedures

### Our policy

At CEF we promote the right of our customers to raise a concern or make a complaint if they think something has been done incorrectly or if they feel it has been addressed poorly. Similarly customers may complain if they feel something that ought to have been done has not been done.

Information about how to make a complaint is accessible on the CEF website. Customers wishing to make a complaint will be offered help with following the procedure.

Complaints will be investigated objectively, fairly and thoroughly in a positive problem-solving manner. No service will be delayed, suspended or withdrawn because a complaint has been made.

### What is a complaint?

**COMPLAINT:** a complaint is an expression of dissatisfaction or disquiet with the quality of a service or with the attitude or behaviour of a member of the volunteer team.

### Time limit for making a complaint

Our aim is to put things right if they go wrong as quickly as possible, therefore there is a one month time limit for making a complaint. However, the time limit may be extended if it is still possible to consider the complaint effectively and efficiently or if there are other circumstances which may enable resolution of the complaint. We will take the following factors into consideration when deciding if a complaint should be accepted outside the time limit:

- Is it a genuine issue of vulnerability?
- If an investigation were to be conducted, what would be the benefit to the customer and what could we as an organisation learn from it?

- Is there likely to be sufficient access to information or individuals involved at the time the problem occurred to enable an effective and fair investigation to be carried out?
- Other special factors

## How to give your feedback

A customer (you) can make a complaint, either in person or by:

- telephone 01993 810622 or 07935 771843
- Email: [info@cefoxford.co.uk](mailto:info@cefoxford.co.uk)
- in writing to: CEF, Rectory Farmhouse, 2 Church Street, Bladon OX20 1RS

## What happens next?

The complaints process can be explained using the following steps:

- **Recording your complaint:** the person receiving your complaint will record it.
- **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 **5** 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 cannot 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. We may then offer you the opportunity to meet with a Trustee who will discuss with you the best way forward.

## How will we put things right?

If we have made a mistake we will apologise and tell you what action we will take to ensure the same situation does not arise again for you or future customers.

We will also report on any changes and improvements to our service as a result of customer feedback.

## What happens if you are not satisfied with our response?

If you are not satisfied you should contact the Chair of Trustees. A meeting will be offered and may include the investigation. If the matter cannot be resolved to your satisfaction then we 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 is only to be used for that purpose.

Please see our Privacy Policy (on the website) for more detail.

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