Complaints Policy

1. Our Commitment

We aim to provide high-quality services. If you are unhappy about any aspect of our work, we want to hear from you. We treat all complaints seriously, will investigate them promptly and fairly, and aim to learn from them to improve our work.

2. How to Complain

- **Initial Concern:** Many complaints can be resolved informally by talking to one of our volunteers
- **Formal Complaint:** If you remain unhappy, please contact the Foodbank Manager. Telephone 07859 905903 or email info@holbeachcommunitylarder.org.uk
- **Time Limit:** Please raise your complaint within six months of the incident

3. Our Procedure

- **Acknowledgement:** We will acknowledge your complaint within 7 working days
- **Investigation:** The Foodbank Manager will investigate. If the complaint is about them, the Chair of Trustees will investigate
- **Response:** We aim to provide a full written response within 21 working days. If it takes longer, we will inform you of the delay

4. Taking it Further

If you are not satisfied with our final decision, you can contact the Charity Commission. If your complaint relates to fundraising, you can contact the Fundraising Regulator.

5. Anonymous Complaints

We accept anonymous complaints but can only act on them if there is enough information to investigate.