



## **Kirkcaldy Foodbank Complaints Policy and Procedure**

### **Policy Statement**

Kirkcaldy Foodbank aims to always provide high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you.

If you are not happy with Kirkcaldy Foodbank in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future. We view complaints as an opportunity to learn and improve practice and client/volunteer experience.

Anybody who complains will be treated with respect. All comments and complaint information will be handled sensitively, with details disclosed only to those who need to know.

Complaints will be investigated impartially and in a timely manner.

Every effort will be made to ensure that complaints are, wherever possible, resolved and that relationships are repaired as required.

### **Procedure**

What to do

First, speak to the volunteer providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you are unhappy with the response or feel unable to approach volunteers directly then email [kirkcaldyfoodbank@gmail.com](mailto:kirkcaldyfoodbank@gmail.com) or write to: Kirkcaldy Foodbank, Viewforth Terrace, Kirkcaldy, KY1 3BW

Whatever method you choose, we will deal with the matter in the same way.

What happens next?

We will respond to you within 3 working days. We will tell you who is dealing with the matter and how long the investigation will take.

We aim to resolve complaints within 10 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

Kirkcaldy Foodbank will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to the Office Bearers of the board of Kirkcaldy Foodbank, who will look at the situation again and decide if further action is needed. Their contact details are:

Office Bearers of the board of Kirkcaldy Foodbank  
Kirkcaldy Foodbank,  
Viewforth Terrace,  
Kirkcaldy,  
KY1 3BW

[kirkcaldyfoodbank@gmail.com](mailto:kirkcaldyfoodbank@gmail.com)

## **Investigation Process**

When a complaint is received it will be passed to a complaint investigator to carry out the investigation. If the complaint is about a volunteer, the complaint investigator will be the board member who leads the Volunteers Team. That person may co-opt some other Volunteer Team Lead to assist in this. If the complaint is about a board member, the complaint investigator will be an Office Bearer of the board.

1. Depending on the role of the volunteer and the nature of the complaint, the volunteer may be asked to step back from their role during the investigation. If so the complaint investigator will speak to the volunteer in general terms about the complaint. They will explain that their role is to gather information to help make an impartial judgement about the complaint. The volunteer will be asked to step back from their role while the investigation is carried out.
2. Where the volunteer being complained about is not being asked to step back during the investigation, the complaint investigator will firstly contact the complainer, explaining that their role is to gather information to help make an impartial judgement about the complaint. The complainer will be asked to talk through what happened, either on the phone or in person. The complaint investigator will make notes. When finished the notes will be summarised, the complainer will be asked if they wish to add or ask anything.

The complaint investigator will get back in touch as soon as possible.

3. Having spoken to the complainer, the complaint investigator may decide there is nothing in the complaint and no need to take it any further. To make this decision the complaint investigator will discuss the complaint with one other person. If the complaint is about a volunteer, the other person will be another member of the Volunteers Team. If the complaint is about a board member, the other person will be another Office Bearer of the board.

The complaint investigator will contact the complainer to say their complaint has not been upheld.

The complaint investigator will contact the volunteer being complained about to say there is no merit in the complaint.

4. If the complaint is to be taken further the complaint investigator will contact the volunteer being complained about. If the volunteer has not been asked to step back from their role before the investigation, this may be the first contact with the volunteer. If so the complaint investigator will explain that a complaint has been made and their role is to gather information to help make an impartial judgement. The volunteer will be given the opportunity to give their account/view of what happened either on the phone or in person. They will be informed of the complaint made. They will be asked to talk through what happened. The complaint investigator will make notes. When finished the notes will be summarised, the person being complained about will be asked if they wish to add or ask anything.

The complaint investigator will get back in touch as soon as possible.

5. The complaint investigator will review the notes, discuss the findings with one other person and make a conclusion. If the complaint is about a volunteer, the other person will be another member of the Volunteers Team. If the complaint is about a board member, the other person will be another Office Bearer of the board.

6. As soon as possible after the conclusion has been reached the complainer and the volunteer being complained about will be contacted to say the complaint has been investigated and to share the outcome of the investigation.

This may be that the complaint has been upheld, or has not been upheld.

Each person will be asked if there is anything they would like to ask.

Each person will receive a letter confirming the outcome of the complaint.

7. The complaint will be closed.

Any documentation will be stored on the Foodbank Google drive.

**Overall responsibility for this policy and its implementation lies with the Board of Trustees of Kirkcaldy Foodbank.**

**Date Kirkcaldy Foodbank Complaints Policy and Procedure agreed: 25 July 2023**

**Date Kirkcaldy Foodbank Complaints Policy and Procedure to be reviewed: July 2026**