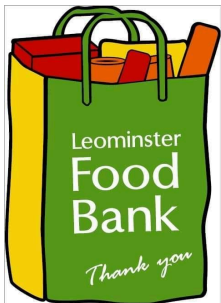


Comments

Leominster Food Bank welcomes feedback on the service you have received. If there are things you feel could be changed to make the service better, please do let us know.

Compliments

If you feel our services or volunteers have been especially useful or kind, we would love to hear about it so that we can encourage our team of volunteers.



Comments and/or Compliments form

[illegible]

Complaints

If you are unhappy about any aspect of the advice or support you have received, please talk to a volunteer Team Leader or Trustee first, but if it cannot be resolved, then let us know, as we have a dedicated complaints procedure.

Stage 1

You can make a complaint verbally, in writing, or by completing this form. Receipt will be acknowledged within 7 days, your complaint will be investigated thoroughly and you will receive a written response within 4 weeks maximum.

Stage 2

If you are unsatisfied with Leominster Food Bank's response after 4 weeks, you can request that your complaint be reviewed at Trustee level. Receipt will be acknowledged within 7 days, your complaint will be investigated thoroughly and you will receive a written response within 4 weeks maximum.

External Stage

You may complain to the Charity Commission at any time. Information about the kinds of complaints the Commission can involve itself in can be found at

www.charitycommission.gov.uk/publications/cc47.aspx

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*Leominster Food Bank, registered charity
number 1194140*