# Bradford Central Foodbank: Complaints Procedure

Bradford Central Foodbank is committed to delivering a high standard of service to anyone who engages with our work. We believe that the best way to improve our service is by learning from the people who use it.

We welcome comments, compliments and complaints from the people who use our food bank, referral agencies, volunteers and anyone else we come into contact with in our work. These help us to see what we are doing well and where we can make improvements.

We aim to promote an environment where people are encouraged to raise and discuss issues informally and, where necessary, seek solutions to prevent them developing into problems or complaints. However, we recognise that there may be situations where people are not happy with the outcome of an informal discussion or feel that the issue needs to be taken further. In these cases, Bradford Central Foodbank has a complaints procedure so that we can work towards a resolution in a fair and transparent manner.

**Our promise and commitment**

We recognise that there may be times when we do not meet your expectations. If this happens, it is important that we know about it as soon as possible so that we can deal with the situation effectively to try to prevent it from happening again and to learn from our mistakes. We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

**How to register a complaint or give feedback**

If you have a complaint, or would like to share a concern, compliment or comment on any aspect of our service, you can contact us in one of the following ways:

- In person to the Manager at the food bank
- By phone: 077 8000 8920 on Mon, Tues, Wed or Fridays
- By email: manager@bradfordcentral.foodbank.org.uk
- Write to the following address: Bradford Central Foodbank, 86 Captain Street, Bradford BD1 4EL

Please tell us what your complaint or feedback is about and what you would like to see happen as a result. Please also tell us how we may contact you.

**What will happen after I complain?**

1. If you contact us directly through the communication channels above, the manager of the Foodbank get back to you within 15 working days to hear your complaint and to try and resolve this issue to your satisfaction. We will make 3 attempts to get through on the phone number/ email given.

2. If you complain to a third party who then informs us (such as the Help through Hardship helpline or Trussell Trust head office) we will then aim to contact you to find out more information within 15 business days of the complaint being received by the Foodbank. The Foodbank Manager will contact you to hear your complaint and to try and resolve this issue to your satisfaction. We will make 3 attempts to get through so we can talk about your complaint on the phone number/ email given.

3. If you are dissatisfied with what the manager says or the resolution offered you may appeal or escalate your concerns to Foodbank Trustee, Kate Hart c/o Bradford Central Foodbank, Jubilee Centre, Jermyn Street, BD1 4EJ. Letters must be received within twenty one working days of the last communication with the Foodbank Manager about your complaint.
4. The complaint will be reinvestigated and you will be informed of the outcome within 10 working days*.
5. Complaints will be logged in a 'Complaints Log.'

* unless the complaint is particularly complex or time-consuming, in which case you will be kept informed of the progress of the investigation and notified of the expected date of completion.

Wherever possible, Bradford 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**

The Light Church, which hosts Bradford Central Foodbank is registered as a data controller with the UK Information Commissioner's Office under registration number ZA330321.

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, including postal address, telephone number, email address and social media contact information, 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 a year 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.

For further information about how we use your personal information see our Privacy Policy – available at https://bradfordcentral.foodbank.org.uk/get-help/faq/

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