



COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

POLICY STATEMENT

Eastbourne Foodbank is committed to working in an open and accountable way that secures the charity and respect of stakeholders, and as such recognises the role of an effective complaints policy in fostering transparency, fairness, and a culture of continuous improvement.

PHILOSOPHY

Eastbourne Foodbank undertakes to ensure that:

- Making a complaint is as straightforward as possible.
- Complaints are dealt with promptly, courteously, and discreetly – confidentially when appropriate and complaints about discrimination are dealt with as sensitively and confidentially as the procedure allows.
- We will respond decisively with an explanation, an apology where we have been at fault, or information on the outcome.
- We will learn from complaints and use them to make improvements in the way we work.
- The policy and procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation. If you require a copy of this policy in an alternative format, please contact us on any of the contact details in the section below.

OTHER INFORMATION

Complaints about staff behaviour or attitude will be handled by the line manager of the staff member in question, and in accordance with the charity's disciplinary procedure if appropriate. You will not be given details of the action we have taken as such information is confidential.

If you wish to make a complaint anonymously or do not provide contact details, then we will treat it as a comment and will be unable to advise you of the outcome of the investigation.

If your complaint contains abusive or offensive language, then we reserve the right to not respond. We reserve the right to report any such communication to the police.

Please be aware that during the investigation of any complaint, consideration will be given as to whether Eastbourne Foodbank has a duty to report the matter to a relevant regulator, such as the Fundraising Regulator, the Information Commissioner's Office or the Charity Commission for England and Wales. Where appropriate, complaints will be escalated to one of these bodies.

DATA PRIVACY STATEMENT

We collate and analyse data about complaints so that we can improve the services we provide. 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 communicate with you about your complaint. We will also collect sufficient information about the situation that you are contacting us about to be able to understand what has happened. We may need to request further information depending on the nature of your complaint. We have a legitimate interest in holding this information in order to be able to monitor and improve our services.

Information gathered is accessed by Eastbourne Foodbank's employees and may be shared with advice agencies or professional services firms only if appropriate, for example if your complaint relates to safeguarding and we seek guidance as to next steps.

We keep this information for 2 years 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.