



Complaints Policy

Our intention

Our intention at Euston Foodbank is at all times is to deal with people fairly and properly. If you feel that we have not met that standard, please let us know. Where there is reason to believe our conduct has fallen short, we want to be able to resolve any issues and learn from what has happened so that we can continuously improve.

We will treat any expression of dissatisfaction as a complaint.

Stage One

In the first instance, you should approach the Manager of Euston Foodbank with your complaint. If the Manager is absent, you should approach the Session Leader.

Stage Two

If you are not satisfied by the Managers response, you should put your complaint in writing to info@euston.foodbank.org.uk

You will receive a written response to your complaint within two days.

We aim to deal with complaints promptly and sensitively, and be courteous and helpful at all times. We would hope, too, that you will be courteous and fair in your dealings with our staff at all times. All complaints received will be dealt with confidentially and in accordance with the requirements of the UK General Data Protection Regulation.

We will keep full and accurate records of all complaints we receive so that we can monitor the types of problems reported to us, the best way to resolve them and how long we are taking to deal with complaints. This also helps us to take a closer look at how we can improve in the future.

If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time and learn from it and make improvements.

We will ensure that all decisions we make are proportionate, appropriate and fair given the circumstances of each individual complaint.

Stage Three

If you are not satisfied with the response, you can escalate your complaint to the trustees of the Foodbank, who will consider your complaint and tell you the steps they have taken to resolve the issue you have raised.

It may be the case that we receive correspondence that in our view does not fall under our definition of a complaint or does not raise any issue that calls for in depth investigation. This may apply, for instance, to:

- objections to certain steps, recommendations or decisions we have taken in compliance with a legal requirement;
- disapproval of the Euston Foodbanks refusal to take action in a matter where we have no legal power to act;
- anonymous complaints; or
- malicious, repetitive or vexatious claims such as harassment of staff or repeated submissions of a complaint to which a response under stage two of our complaints procedure has been provided. We will not reply to rude or abusive emails, calls or letters. In all other cases we will give brief reasons for our views but having done so once will not normally engage in further correspondence on the merits of the position we have taken.

Euston Foodbank policy updated 14th November 2024