

## LEDBURY FOOD BANK - COMPLAINTS POLICY

Ledbury Food Bank is a registered charity set up to provide food to people in need who live in Ledbury and the surrounding villages more particularly described in the Food Bank Trust deed. To enable us to do this we ask for donations of food and money from local residents and businesses.

We are staffed entirely by unpaid volunteers who work part-time for the Food Bank.

Our aim is to use the donations given to us prudently and in accordance with the constitution of the charity. Furthermore, our intention is that all clients or potential clients visiting the Food Bank or using our services should be treated courteously, professionally, safely and at all times in a manner that respects their privacy. We have a policy that prohibits any client, or potential client, being discriminated against on the grounds of race, colour or nationality, ethnic or national origins, sex, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, disability, religion or belief, age or any other grounds on which it becomes unlawful to discriminate under the laws of England and Wales.

If our standards fall below those outlined above this document sets out the procedures that should be followed if you have a complaint about the Food Bank or the conduct of any volunteer.

1. Upon becoming aware of any matter that falls short of the aims and objectives stated above, in respect of which you would like to make a complaint, in the first instance please visit the Food Bank during opening hours and put your complaint to the person in charge. He or she will listen carefully to your complaint and will endeavour to rectify the difficulty there and then.
2. If, following that discussion, you remain dissatisfied then please put your complaint **in writing using our Complaint Form** addressed to The Chair of the Ledbury Food Bank Lead Team, % The Rectory, Worcester Road, Ledbury, HR8 1PL or emailed to **food@ledburyfoodbank.org**, or you may hand it in at the Food Bank during opening hours. We will aim to acknowledge your complaint within 7 days of receipt and respond to you in writing with a further 21 days. Please ensure that when writing to us you include your name, address, and email address in order that we are able to respond to you.
3. If, upon receipt of our written response, you remain dissatisfied you may require the matter to be referred to the Trustees of the Food Bank. If you wish the complaint to be referred to the Food Bank trustees you must request this in writing. Your complaint will then be discussed by the trustees at the trustee meeting next following receipt of your request and a response will be made to you in writing within 21 days thereafter.

Ledbury Food Bank is a charity registered with the Charity Commission under number 1159727 and you have the right to contact them quoting this number if you have concerns about the way Ledbury Food Bank is being run.