

Complaints Policy

Date Ratified: Oct 2025	For next review: October 2027
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About us

We are Chepstow Foodbank, an independent charitable organisation which is part of the Trussell Foodbank Network.

We are a charitable incorporated organisation, a registered charity (with registration number 1151076) and registered 9as a data controller) with the UK Information Commissioner's Office registration number Z3484834.

We are 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 feedback from the people who use our foodbank, referral agencies, volunteers and anyone else we come into contact within 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 wish to make a formal complaint. In these cases, we have a Complaints Procedure so that we can work towards a solution in a fair and transparent manner.

Our promise and commitment

We recognise that there may be times when our service and activities 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 prevent future occurrence and learn from what did not go well. 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 services, you can contact us in one of the following ways:

- By phone 07931 911869
- By email: info@chepstow.foodbank.org.uk
- In writing: Chepstow Foodbank, c/o The Bridge Church, Unit 1a Critchcraft Buildings, Bulwark Industrial Estate, Chepstow NP16 5QZ

What happens if you complain

1. We will acknowledge your complaint within five working days of receipt and provide you with the name of the person responsible for investigating the matter on your behalf.
2. You will receive a written response, with findings and any proposed resolutions within 30 working days (where possible) from the receipt of your complaint.
3. If you are dissatisfied with the outcome of the investigation, you may appeal or escalate your concerns to the Chair of Trustees at the address given for written complaints above. Your appeal letter must be received within twenty-one working days of the date on your complaint response letter.
4. Your complaint will be reinvestigated, and you will be informed of the outcome within 30 working days (where possible).

If your complaint is complex or particularly time consuming, it may take longer to investigate than the timings indicated above. If so, we will keep you informed of the progress of the investigation.

Data privacy and confidentiality

We will hold any personal data relating to you in accordance with the terms of our Privacy Notice.

Wherever possible, we 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 that need to know in order to resolve it. There may, however, be occasions where we cannot provide absolute confidentiality, for example in circumstances where a child or vulnerable adult may be at risk of harm. If you ask us not to share your complaint with particular person(s), that may limit the scope of our investigation of it.