

Policy Control

This policy will be monitored by the Trustees throughout the year and reported to the Board orally.

Approved by Board	3/02/2026
Review Cycle	3 years
For Review	January 2029
Trustee to monitor	Wendy Vincent
Date of monitoring	October 2025
Date of next monitoring	January 2027

Policy statement

Truro Foodbank (TFB) is committed to working in an open and accountable way that secures the trust 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

TFB undertakes to ensure that:

- Making a complaint is as straightforward as possible.
- Complaints are dealt with promptly, courteously, and discreetly – confidentially when appropriate.
- 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.

We hope that the majority of complaints can be dealt with informally by raising the issue with the Foodbank Manager, but in cases in which the formal procedure is more appropriate, we request that they are submitted in the following format:

- By email to TFB Secretary (wendyv@truro.foodbank.org.uk) with 'complaint' in the subject line or in writing addressed to the Chair of Trustees, Truro Foodbank, Unit 15b, Threemilestone Industrial Estate, Threemilestone, Truro TR4 9LD.
- It should include a full explanation of the problem, how it occurred, and any effect it had on the complainant
- Describe what you think we should do to put things right.

We will deal with your complaint as follows:

1. We will acknowledge your complaint within 7 days of receipt by email or within 14 days by post and provide you with the name of the person responsible for investigating the matter.
2. The person responsible for the investigation will write to you with their findings and proposed resolution within 28 days from receipt of the complaint.

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 TFB'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 TFB has a duty to report the matter to a relevant regulator, such as the Fundraising Regulator, the Information Commissioner's Office, the Charity Commission for England and Wales. Where appropriate, complaints will be escalated to one of these bodies.