



Westminster Foodbank Complaints Procedure

Westminster Foodbank is 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 comments, compliments and complaints from clients, referral agencies, volunteers and anyone else we come into contact with through 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 feel that the issue needs to be taken further. In these cases, Westminster Foodbank has a complaints procedure so that we can work towards a resolution in a fair and transparent manner.

Our Promise and Commitment

We recognise that there may be times when our services 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 to prevent it from happening again and to learn from our mistakes. 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 service, you can contact us in one of the following ways:

- In person to the Foodbank Manager/staff/volunteers at the Foodbank
- By phone: 0207 834-1731 ext. 224
- By email: foodbank@westminsterchapel.org.uk
- Write to the following address:
Westminster Foodbank,
Westminster Chapel,
Buckingham Gate,
London, SW1E 6BS

Please tell us what your complaint or feedback is about and what you would like to see happen as a result. Please also tell us how we may contact you.

What Will Happen After I Complain?

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response.

Wherever possible, Westminster Foodbank 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 who need to know in order to help resolve it.

There may, however, be occasions when we cannot provide absolute confidentiality, for example in circumstances where a child or vulnerable adult may be at risk of harm.

If you are not happy with the response you receive, you can escalate your concerns to the Executive Pastor/Trustees office@westminsterchapel.org.uk who will also investigate the matter and advise you on the next steps to resolving your complaint.