



## **Exeter Food Action Complaints & Grievance Procedure**

This policy applies to complaints raised by volunteers, beneficiaries, donors and other external stakeholders. Employees wishing to raise concerns relating to their employment should follow P20 – Employee Grievance Procedure.

At Exeter Food Action (EFA), we aim to provide a high level of service to our beneficiaries, donors, volunteers and stakeholders. However, we recognize that there may be occasions where our service falls short of expectations and complaints or grievances may arise.

We take all such matters seriously and aim to resolve them fairly, promptly and courteously. This policy sets out the procedure to follow when making a complaint or raising a grievance with EFA.

### **Raising a Complaint or Grievance**

In the first instance, complaints and grievances can be made in writing or by email to EFA's manager. A complaint or grievance from the manager can be made in writing or by email to the Secretary of the Trustee board. A complaint or grievance may be made using the form at Appendix A (optional).

### **Acknowledgment of a Complaint or Grievance**

We will acknowledge your complaint or grievance within three working days of receipt. The acknowledgment will confirm that we have received your complaint or grievance and provide you with a copy of this Complaints and Grievance Procedure.

### **Investigating a Complaint or Grievance**

We will investigate your complaint or grievance thoroughly, impartially and in a timely manner. We may contact you for further information or clarification if needed. We will aim to complete the investigation within ten working days of the receipt of the complaint.

### **Responding to a Complaint or Grievance**

We will investigate the complaint or grievance and respond in writing

within 28 days. If we need more time we will let you know why and give you an estimated timeframe for our response.

### **Our response will include:**

- A summary of the complaint/grievance.
- The outcome of the investigation.
- Any action we have taken or will take to address the complaint/grievance.
- If applicable, an apology and an explanation of what went wrong.

### **Escalating the Complaint or Grievance**

If you are not satisfied with our response you can escalate the complaint or grievance by writing to the Chair of Trustees, who will conduct a review and determine our response. The Chair will aim to provide a final response within 15 working days.

### **Taking Further Action**

If you are still not satisfied you can contact the Charity Commission, the regulator for charities in England and Wales, or the Fundraising Regulator, the independent regulator of charitable fundraising.

We welcome receipt of complaints or grievances as an opportunity to learn and improve our services. All such matters will be handled with sensitivity, confidentiality, and impartiality.

### **Contact details**

This is the address for Exeter Food Action. If making a written complaint or grievance please mark the envelope '*formal complaint*' or '*formal grievance*'.

**Exeter Food Action**, Unit 10, The Space Place, Alphin Brook Road, Marsh Barton, Exeter, EX2 8RG.

**Telephone:** 07880 814064

**Email address:** [info@exeterfoodaction.org.uk](mailto:info@exeterfoodaction.org.uk).

### **The Charity Commission**

**Telephone:** 0300 066 9197

**Website:** [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity).

### **Fundraising Regulator**

**Telephone:** 0300 999 3407

**Website:** [www.fundraisingregulator.org.uk/make-a-complaint/complaints-procedure](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints-procedure).

**Agreed by Trustees on: 28.02.26**

**Date for review: February 2027**

## Appendix A

### Exeter Food Action Complaint/Grievance Form

<b>Name</b>	
<b>Address</b>	
<b>Email</b>	
<b>Phone</b>	
<b>Date of complaint</b>	

**Please use the space below to describe the complaint or grievance and continue on a separate sheet if necessary.**

## Appendix B

### UK Employment Legislation

- The Employment Rights Act 1996
- The Equality Act 2010
- The National Minimum Wage Act 1998
- The Working Time Regulations 1998
- The Part-Time Workers (Prevention of Less Favourable Treatment) Regulations 2000
- The Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002
- The Maternity and Parental Leave Regulations 1999
- The Shared Parental Leave Regulations 2014
- The Parental Bereavement Leave Regulations 2020
- The Transfer of Undertakings (Protection of Employment) Regulations 2006
- The Trade Union and Labour Relations (Consolidation) Act 1992
- The Data Protection Act 2018
- The General Data Protection Regulation (GDPR)
- The Health and Safety at Work etc. Act 1974
- The Immigration, Asylum and Nationality Act 2006
- The Pension Schemes Act 2021

Related Policy: P20 – Employee Grievance Procedure