



## YLP COMPLAINTS AND COMPLIMENTS PROCEDURE

### 1. Our commitment to our members and partners

1.1. Church Action on Poverty (CAP) and Your Local Pantry's (YLP) aim to provide the highest level and quality of service to our members and partners in accordance with our values.

1.2. We do however recognise that from time to time, members or partners may not be satisfied with their experience of CAP or YLP and may wish to raise a complaint.

1.3. We recognise that complaints can help to improve our services, communication and other aspects of our work.

1.4. We therefore aim to:

- Ensure that making a complaint is straightforward.
- Treat complaints seriously.
- Deal with complaints promptly and in confidence.
- Learn from complaints and use them to review and improve our working practice.

### 2. The scope of the Complaints procedure

2.1. This Complaints procedure applies to complaints about the service YLP offers to members of the network and partners.

2.2. It also allows a way for members of individual Pantries within the YLP Network to make a complaint about a Pantry in our network through us.

2.3. This procedure does not apply to internal complaints from a CAP staff member about a YLP staff member or a CAP Trustee.

### 3. Handling Complaints

3.1. Complaints will be taken seriously and followed up, keeping all parties informed.

3.2. If the complaint is from a member or volunteer about a pantry, it will be referred to the pantry who will be asked to make a response within an appropriate, agreed, time frame. ***CAP/YLP will be responsible for passing on such complaints as we receive, however the primary responsibility for investigating and responding to the complaint lies with the pantry which is the subject of the complaint.***



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3.3. If the complainant is not satisfied with the response from the pantry, they can ask us to take on the complaint, at which point the person who supports that pantry will take it forward using the process outlined in 5 below.

3.4. If the complaint is about a YLP member of staff, it will be handled by the Senior Management and Leadership Team of CAP.

3.5. In the case of alleged staff misconduct, this will be dealt with under the **CAP staff disciplinary procedures**.

3.6. Complaints regarding a Trustee, will be considered by the Chair of the Council of Management, or in the case of the Chair being implicated, another Trustee.

3.7. The complainant may remain anonymous. If this is likely to limit the ability to follow up the complaint, the complainant will be told of this and given assurances that any information s/he gives will only be used for the purpose it is given and not shared with anyone else except with his/her permission. Information contained in an anonymous complaint cannot be used at any stage of any disciplinary procedure.

### 4. How to make a complaint about a Local Pantry

4.1. If you are unhappy or you have a complaint about the Pantry you are a member of, we suggest that you first approach the Pantry Manager / Coordinator. It is their responsibility to respond to complaints about their pantry.

4.2. If your initial contact fails to resolve the issue or you are uncomfortable contacting them directly, you can refer the problem to Your Local Pantry by emailing us at [info@yourlocalpantry.co.uk](mailto:info@yourlocalpantry.co.uk)

4.3. CAP will acknowledge receipt of a complaint within **two working days**; this may be via email, in writing or by telephone depending on the circumstances. This will say who is dealing with your complaint. CAP will refer the complaint to the pantry and keep you informed.

5. If your complaint cannot be resolved directly with the Pantry, you can request that CAP / YLP initiate the following process:

#### 5.1. 1st stage - Informal discussion

This will normally be between the complainant and the member of staff who supports the pantry. It will attempt to establish what has already been done in response to the complaint and what concerns remain.



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### 5.2. 2nd stage - Formal procedure

If not satisfied, the complainant can register a formal complaint with YLP in writing. The person dealing with the complaint will carry out an investigation within three weeks and report their findings in writing to the complainant and any other parties referred to in the complaint. The Chief Executive will approve all responses to complaints before issue to the complainant.

### 5.3. 3rd stage - Appeal

If the complainant is not satisfied with the outcome of the formal investigation, the complainant may appeal in writing to the Chair of the Council of Management. The Chair shall make a decision on the appeal. Decisions on appeal are final.

## 6. Complaining on behalf of someone else

We adhere strictly to the rules of confidentiality and need written permission of the complainant, him or herself, before disclosing details to any other person.

## 7. Recording complaints

All complaints will be recorded by the CAP / YLP staff. The record will include the date of the complaint, the complainant's name and address unless they wish to remain anonymous, the form of the complaint i.e. in writing or verbal, who received it, what the details of the complaint were and what action was taken, by who and in what timescale.

## 8. Monitoring complaints

8. The CEO will report annually to the Council of Management on complaints received during the year, including:

- The type of complaint and the stage it is at;
- Whether CAP has met reasonable timescales for response
- Whether there are any resulting changes to the way CAP delivers services.

## 9. Availability of the policy

*This policy will be made available upon request to members, partners and other interested parties. It can be requested via the CAP website.*

This policy will be sent to all Pantries in the network and be available via the Your Local Pantry website.

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