



The Real Junk Food Project Central

Official Governance

RCG0001

Compliments and Complaints Policy V4

Ratified on Wednesday 21st of November 2018

This Official Governance is a living document

The document and its contents are subject to revision, replacement and abolition, upon the unanimous decision of the Board of Directors

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The Real Junk Food Project Central

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The Real Junk Food Project Central CIC

Compliments and Complaints Policy

1. Policy statement

- A) The Real Junk Food Project Central CIC (hereby referred to as “the Company”) is committed to continual development of its services and a key element of this is the opportunity for individuals not involved in the organisation to give feedback on the service they receive.
- B) All feedback is welcomed. To support personal and organisational development and to strive for continual improvement feedback gives a fuller understanding of the relationship with those outside the organisation.
- C) The Company defines a compliment or complaint as “any comment made by an individual not involved in the organisation”. These comments can be either positive (compliments) or negative (complaints) and both should be handled with due concern and diligence.

2. Compliments and Complaints Procedure

- A) Information received for compliments should have enough detail about what was particularly good about the service.
- B) Informal complaints wherever possible should be resolved by the volunteer or employee receiving the complaint. The details of the complaint should be accurately recorded to ensure the issue can be progressed quickly.
- C) Once resolved an email outlining the details, comments and conclusion should be sent to the Board of Directors, including any relevant comments about that volunteer or employee. The Board of Directors record and store all compliments and complaints as part of regular reporting, in compliance with the General Data Protection Regulations, as outlined in the Company’s Privacy Statement.
- D) If an issue cannot be resolved at the point at which the complaint is made, it should be referred to the Board of Directors as a formal complaint.
- E) The Board of Directors will provide an acknowledgement letter or email on receipt of the complaint and will give details of the process and the timings for this process. The Board of Directors recognises the unique nature of every individual formal complaint and will direct the process accordingly. Where the complaint concerns the conduct or service of a volunteer or employee, an appropriate process for handling



the complaint will be conducted in accordance with the Disciplinary and Grievance Policy.

- F) Receipt of all formal complaints will be acknowledged within 5 working days.
- G) The investigation of the formal complaint will be undertaken by a person appointed by the Board of Directors, in the manner prescribed by Company policy. Following investigation a decision will be provided to the complainant as soon as possible, but no later than 20 working days from the receipt of the complaint. This should allow sufficient time for a full investigation and where necessary may include inviting the complainant to a meeting to discuss the issue further. Should resolution be unlikely to be within 20 working days, further correspondence will be sent to the complainant before that time stating the date when the outcome will be expected.

3. Monitoring and review

- A) This policy will be issued to all employees and volunteers. Any monitoring information collected will be used to monitor the effectiveness of the Compliments and Complaints Policy. Information will be processed in accordance with the General Data Protection Regulations, as outlined in the Company's Privacy Statement.
- B) The Compliments and Complaints Policy will be reviewed six months from the date of approval. The next review of this policy shall be conducted and approved no later than **Wednesday 29th of May 2019**.

4. Approval

Version 4 of the Compliments and Complaints Policy was reviewed and approved by the Board of Directors on **Wednesday 21st of November 2018**.