



## Complaints Policy

Updated: 07/04/25

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### Policy Scope

FEAST With Us (hereby known as FEAST) is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments, and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation. The following principles underpin FEAST's approach to handling comments, compliments and complaints.

- FEAST recognises that comments, compliments, and complaints are an important part of customer feedback.
- The procedure is fair, easy to understand, and as transparent as possible.
- The procedure does not discriminate on the basis of any protected characteristic, in line with the FEAST Equal Opportunities Policy.
- Making a complaint will not harm or prejudice the service that is given to the complainant.
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame.
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.

- Learning from complaints will be used to improve FEAST’s work and drive forward a culture of continuous improvement.
- FEAST’s partners agree to our operating standards and give complaints the same level of importance we do in accordance with this policy.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.
- FEAST will recognise people’s reasoning for making a complaint. If you have any comments about our work or how we have helped you, please email [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk) so we can track that feedback and act on it where necessary.

FEAST commits to the sufficient production and review of supplementary documents that support this Complaints Policy in order to maintain the highest quality of operations. These documents may be used to assess a complaint and reach a suitable conclusion. Supplementary documents include (but are not limited to): Service Level Agreements, Terms and Conditions of Employment, Job Descriptions, and all other FEAST policies.

This policy applies to all stakeholders involved with FEAST, including (but not limited to): staff, volunteers, trustees, service users, placement students, partners, interns, and casual or temporary staff.

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## Definition

A complaint is an expression of dissatisfaction about an act, omission, decision, or a service of FEAST, whether it is justified or not. This may result from the action of a staff member, volunteer, or Trustee of FEAST or from an activity or programme of work in which we are involved.

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## Confidentiality

All information relating to the complaint will be handled sensitively, in accordance with FEAST’s GDPR Policy. Only people who need to know about the complaint will be informed thereof. FEAST will only hold on to any personal data provided for as long as it needed to properly investigate and resolve the complaint.

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## Complaints Procedure

### **Stage 1 (Informal)**

To make an initial complaint, please speak to or email the individual(s) concerned or their line manager and we will endeavour to satisfy your complaint and let you know of any remedial action that is to be taken.

- If you don't know who to contact or do not wish to contact the individual involved, please email the Operations Manager at: [gregor@feastwithus.org.uk](mailto:gregor@feastwithus.org.uk)
- All complaints will be acknowledged by the member of staff to whom you communicated your complaint or by the Operations Manager within seven working days from the date it is received.
- In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.
- We will respond to Stage 1 complaints within ten working days.

### Stage 2 (Formal)

- If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to the Operations Manager.
- Please submit the details of your complaint verbally by telephone (on 020 7871 0094), or electronically by emailing the Operations Manager ([gregor@feastwithus.org.uk](mailto:gregor@feastwithus.org.uk)).
- Your complaint will be acknowledged within 3 working days.
- The Operations Manager and/or CEO will investigate your complaint and you will receive a full written response within twenty working days from the date of the acknowledgement.
- If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to the Chair of the Board of Trustees and given the option to appeal (Stage 3).

### Stage 3 (Appeal)

- To appeal, please outline the reasons for your dissatisfaction by emailing the Chair of the Board of Trustees ([helen@feastwithus.org.uk](mailto:helen@feastwithus.org.uk)).
  - This will be the final decision of the complaints process and will ensure the Chair has reviewed the investigation, made any further enquiries and then delivered the reason for the final decision.
  - The Chair will write within 30 working days of receiving the appeal.
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## Complaints Against Staff

Any complaints made against staff may trigger actions or processes from other FEAST policies – e.g. instances of whistleblowing or a disciplinary procedure.

In these instances, the person making the complaint (regardless of their position) is afforded protection by both this Complaints Policy and any further relevant policies.

Any staff member in question who has a complaint made against them will be informed in line with the appropriate stages of this policy or relevant other policies, whichever is deemed more appropriate by the investigating party.

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## External Complaints Options

### **Fundraising Regulator**

If you are dissatisfied with FEAST's response to your complaint specific to fundraising, you can contact the Fundraising Regulator to access their independent complaints procedure. This procedure can be found on the following link: <https://www.fundraisingregulator.org.uk/complaints/make-complaint>

### **Charity Commission**

If you are dissatisfied with FEAST's complaints process, you can contact the Charity Commission, who will be able to further advise on the matter. The Charity Commission can be contacted at: <https://forms.charitycommission.gov.uk/>.

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### **Contacting Us**

If you have any questions about this policy or our use of cookies, please contact us at [info@feastwithus.org.uk](mailto:info@feastwithus.org.uk).

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Reviewed and approved on 8 April 2025 by Caroline Monkhouse Flower, CEO, and Helen Burgess, Chair of the Board of Trustees, on behalf of the board.

Signed by:



Helen Burgess  
Chair of the Board of Trustees

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