

Complaints procedure



Selby & District 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 agents, volunteers, and anyone else who we meet. This helps us to see what we are doing well and what needs improvement.

We aim to foster an environment where people are encouraged to raise and discuss issues informally and where necessary, seek solutions to prevent them from developing into problems and 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, Selby & District Foodbank has a complaints procedure so that we can work towards a solution in a fair and transparent manner.

Our promise and commitment

We recognise that there may be times when our services do not meet with your expectations. If this happens, it's important that we know about it as soon as possible so that we can deal with it promptly. We can also take the opportunity to reflect and learn to ensure we deliver to the highest standards going forward. We will endeavour to take any feedback or complaint seriously and deal with them promptly.

How to complain or give feedback

Please feel free to give feedback or share concerns with any of our volunteers in-person. Any feedback or complaint will be passed on to Cheryl Whitton – Project Coordinator.

You can also phone the foodbank on 01757 703426 or email info@selby.foodbank.org.uk or in writing to:

Selby & District Foodbank, The 1811 Building, New Lane, Selby YO8 4QP

If you raise a concern with Selby & District Foodbank about the way we handled your personal information and you are dissatisfied with our response, you are entitled to lodge a concern with a supervisory authority. In the UK, the supervisory authority is the Information Commissioner's Office (ICO) whose helpline number is: 0303 123 1113.