



Complaints and Concerns Policy and Procedure

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Policy Statement

UKHarvest is committed to providing a quality service that educates and connects communities, tackles hunger and ensure that no good food goes to waste. This policy provides a clear process by which you can let us know if you are not satisfied with your interaction with UKHarvest.

We work hard to provide a service that is efficient, has a positive impact and provides great value for our members. Any donor, member, partner, or stakeholder may raise a concern, highlight a problem, or make a complaint if they feel let down by the quality of service we deliver. If we drop below the desired high standard you expect from us or you wish to give us feedback to help us improve our service to others, we welcome this input. We regard concerns and complaints as an opportunity for us to reflect on our processes and practices to see if there are opportunities for us to strengthen and improve them. We take all concerns and complaints very seriously and aim to resolve them quickly, fairly and effectively.

How to raise a concern

Initially, if you have a concern or complaint while accessing one of our services please speak to a member of staff or our volunteer. We may be able to address your concern immediately informally.

We aim to make it as simple as possible to raise a concern by speaking directly to a member of the team. You can phone us or email us at info@ukharvest.org.uk or info@nourishhub.org.uk. Our offices are open Monday to Friday 9am to 5pm. We may be able to respond to your concern straight away and resolve the issue the same day. If your concern is more complex, we will aim to respond to informal concerns within five working days by telephone or emails.



How to raise a formal complaint

If you wish to raise a formal complaint, please outline the complaint in writing. You can email it to us at info@ukharvest.org.uk or info@nourishhub.org.uk or post it to us at:

UKHarvest, Phoenix Centre, Westloats Lane, Bognor Regis, PO21 5JD

Or

Nourish Hub, Unit A Swanscombe House, 1 St Ann's Road, London, W11 4SS

Please try to summarise your complaint as clearly and fully as possible. There may be some occasions where we need to ask you for more information in order to investigate your complaint fully. If this is the case, your prompt response will enable us to resolve your complaint as quickly as possible.

We record every complaint made, which is why we need your details. We can't follow up on anonymous complaints, but we will review them regardless. When details are shared in a formal complaint, we will confirm receipt of your complaint within 5 working days and invite you to speak to a manager. We will provide a written response within 20 days, setting out our investigation findings and how the problem will be dealt with to resolve it. If the complaint is complex and requires more time, we will provide you with an interim response within the 20 days, informing you of the action taken to date, what is being considered, and a date for the investigation and response to be completed.

What to do if the response does not satisfy you?

If, after receiving our first response, you are not satisfied, please write to our Chief Operating Officer, lauren.stoner@ukharvest.org.uk explaining what aspect of the initial response you are not satisfied with. The COO will review the complaint and first response and respond to you within 14 working days.

What if you are still not satisfied?

If the first two responses leave you unsatisfied with the outcome, you can write to the Board of Trustees at UKHarvest. A Trustee will be allocated to review the complaint, process, and responses given. They will decide on any further action that can be taken to resolve the situation. A written response will be made within 4 weeks from receipt of the letter to the Trustees. The Trustee review and response will be final.

Complaints can be put to the Trustees at UKHarvest, Phoenix Centre, Westloats Lane, Bognor Regis, PO21 5JD, Alternatively, you can email us on info@ukharvest.org.uk

Fundraising

Our commitment to operating at the highest standard has led us to register as members of the Fundraising Regulator. If your complaint is related to Fundraising and we have not resolved the concern or complaint, then please contact the Fundraising Regulator by visiting www.fundraisingregulator.org.uk.



Other Information

If your concern or complaint is in regard to a legal matter and you are not satisfied with our response, we encourage you to take it to the relevant authority to investigate. At all times, complaints will be dealt with in a confidential manner.

We will maintain a record of all complaints raised, including information you provide us about yourself as the complainant. All files relating to the concerns and complaints will be stored securely in accordance with our GDPR Policy. If you would like further information or have any concerns about the information we may hold about you in this regard, please access our Privacy Policy.

These policies and procedures are not for use by staff or volunteers. Alternative procedures are in place for both staff and volunteers to raise concerns and make complaints.

Associated Policies:

- Whistleblowing Policy
- Grievance Policy