

Dated: 1<sup>st</sup> May 2025



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## COMPLAINTS PROCEDURE

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## **COMPLAINTS PROCEDURE**

If you find yourself feeling you have a complaint about Newbury Soup Kitchen and our organisation we want to hear about it as soon as possible, as we want to do our best to put it right.

### **OUR COMPLAINTS PROCEDURE HAS THE FOLLOWING GOALS.**

- To deal with all complaints fairly, efficiently and effectively.
- To ensure all complaints are handled and investigated in a professional and consistent manner.
- To learn from any complaints made and to move forward in a constructive and planned manner to improve our workings and procedures.

### **WHO CAN COMPLAIN?**

- Anyone receiving a service from Newbury Soup Kitchen.
- Someone caring for someone who is receiving our service.
- People who volunteer for Newbury Soup Kitchen.

### **HOW TO COMPLAIN**

Newbury Soup Kitchen will always like to rectify any complaint brought to our attention as soon as possible. Many complaints can be resolved informally. In the first instance please contact Newbury Soup Kitchen. If you feel it is appropriate you can speak to our CEO Meryl Prail [meryl@newburysoupkitchen.org.uk](mailto:meryl@newburysoupkitchen.org.uk) or a Lead volunteer.

If not appropriate you can contact one of our Trustees.

If you make contact in person or by phone please keep a record of who you spoke to when you spoke to them and what was said.

**IF** you are not satisfied by the outcome of your contact you may pursue a formal complaint directly to our Chair.

[simon@newburysoupkitchen.org.uk](mailto:simon@newburysoupkitchen.org.uk)

### **WHAT HAPPENS NEXT?**

You will receive acknowledgement of your complaint within 5 working days. You may be contacted before this to make sure we understand fully your complaint.

You may be interviewed by the person or person investigating the complaint. You will then receive a response in full of your complaint within 28 working days of its initial receipt.

If an extension to this timeframe is needed we will seek consent from yourselves in writing.

**DOES THIS ALWAYS HAPPEN**

You can be rest assured that all complaints will be given full and fair consideration in a professional manner.

However, If as a result of your complaint disciplinary proceeding have to be taken against a volunteer or member of staff from Newbury Soup Kitchen an internal investigation procedure will apply.

You will be informed that proceedings are taking place but the outcome of this will be confidential. We respect confidentiality whole heartedly and you will only be informed of any outcomes of matters outside this procedure.

**IF A CRIMINAL OFFENCE IS ALLEDGED IT WILL BE REPORTED THROUGH THE PROPER CHANNELS TO THE POLICE.**

**CAN YOU HAVE SOMEONE TO ACCOMPANY YOU IF YOUR COMPLAINT IS DISCUSSED FACE TO FACE WITH NEWBURY SOUP KITCHEN?**

Yes you can.

**IF YOU ARE NOT HAPPY WITH THE OUTCOME OF YOUR COMPLAINT CAN YOU TAKE IT ELSEWHERE?**

Yes you can. The Charity Commission will provide you with further information on making complaints about a charity.

Charity Commission  
102 Petty France  
Westminster  
London  
SW1H 9AJ  
0300 066 9197

