



## The Okehampton Food Bank Complaint Form

The actions you are complaining about.

The name of the person you are complaining about.

When?

Time

Day

Date

Why do you think the actions are wrong?

Provide details of what you have done to try to resolve your concerns.

What do you consider would resolve your concerns?

Details of who else you have reported the matter to.

Any additional information.

I am happy for the details of my complaint and the supporting documentation to be provided to those who will investigate my complaint.

Signature \_\_\_\_\_ date \_\_\_\_\_

I am happy for the details of my complaint and any supporting documentation to be provided to the person I have complained about should it be necessary to do so.

Signature \_\_\_\_\_ date \_\_\_\_\_

**Your complaint will not be dealt with unless you provide all of the information set out above.**

### **Child or Adult Protection Issues**

When a complaint involves a child or an adult protection concern, the investigation and follow-up actions will adhere to our established child or adult protection policy. These procedures may be adjusted to accommodate the specific circumstances of the case and any guidance provided by the designated officer.

## **What if you are unhappy with the outcome of the investigation?**

### **Vexatious Complaints**

If the investigator concludes that a complaint has been made vexatiously or in bad faith, the Okehampton Baptist Church Food Bank reserves the right to take the following actions:

### **Contact by complainant**

Once a formal complaint has been made, you should avoid any ongoing discussion or correspondence with the person you have complained about relating to your complaints without the consent of the investigator.

### **Confidentiality**

The fact of and content of your complaint will be kept confidential save in so far as is necessary for us to properly investigate the complaint and reach a decision unless we are aware that you have not treated the fact or content of your complaints as confidential.

Please note that we expect you to maintain reasonable confidentiality as to the nature and content of your complaint so that the investigator can work without obstruction.

Please note your complaints will not be dealt with unless you provide all of the information set out above.

Please send this completed form to:

**The Chairman,  
The Okehampton Food Bank,  
The Ockment Centre,  
31, North Street,  
Okehampton,  
EX201AR**