



## Malvern Hills Foodbank

Unit 4, Spring Court  
Spring Lane South  
Malvern  
WR14 1AT

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## COMPLAINTS AND COMMENTS

Welcome to Malvern Hills Foodbank. We aim to make your visit as easy and helpful as we can. We want to know if we could have done something better, or you are unhappy about anything during your visit.

You can tell us what you think in these ways:

- By talking to any of our staff of volunteers.
- By phone. We will pick up a voice message if it is out of hours.
- By email: [info@malvernhills.foodbank.org.uk](mailto:info@malvernhills.foodbank.org.uk)
- By writing to Unit 4, Spring Court, Spring Lane South, Malvern, WR14 1AT.
- Or by dropping a note through the door.

If you use any of these ways to make a complaint, you don't need to go into details at first but you do need to make sure that you tell us how we can contact you.

What happens next?

One of our team, or a Trustee, will get back to you within 5 working days and will discuss it with you.

If after this you are still not happy, you can ask for a panel of three Trustees to look into your complaint. Usually, one of these will be the Foodbank Chairman. All the people involved in the problem may be asked to write to the panel, to say how they see it. The Trustees will talk to anyone involved, or somebody who is an expert who may help to make things clearer.

When the panel has made a decision they will give you a written copy of their conclusions. Their decision will be final.

