

West Craven Food Bank  
Complaints wording for the website



**Do you have a complaint or something you're not happy about?**

At West Craven Food Bank, we want to treat everyone with kindness and respect. If something has gone wrong or you're unhappy with how we helped you, please tell us.

**How to tell us about a problem**

If you want to complain about something, please **email** us at: [wcravenfood@gmail.com](mailto:wcravenfood@gmail.com)

If you prefer, you can leave a **voice message** or send a **voice note** to: 07415 186651

Please tell us:

- Your **name**
- What **happened**
- When it **happened**
- How we can **contact you**

We will **listen**. We **won't judge**. We want to **help**.

Please note that complaints that are **abusive, threatening, racist or otherwise offensive** will **not** receive a response.

**What we will do:**

- We will tell you we've got your complaint within **21 calendar days**.
- The Secretary will look into what happened.
- We will reply to you within **35 calendar days**. If it takes longer, we will let you know why.
- If you're still unhappy, you can ask for the Chair of Trustees or another Trustee to look at it.

**If it's something serious**

If your complaint is about something very serious (like someone being hurt, unsafe, or money being used wrongly), we may need to tell the Trustees or report it to the Charity Commission.

**Thank you**

Your voice matters. By telling us what went wrong, you help us do better for everyone.