

# Comments and Complaints Notice

## Appendix 1 –Comments and Complaints Notice

This notice relates to comments and complaints from Soup Kitchen guests, volunteers, contractors, suppliers, neighbours and partners.

### Your Comments

At the Soup Kitchen our Board of Trustees and staff team strive to ensure that the service provided is of a high standard. We welcome your comments about the services provided by the Soup Kitchen, or your experiences at the Soup Kitchen, because we know that feedback can help us to improve our work.

Comments can be made verbally to a Soup Kitchen employee, or through a note placed in the Comments Box on the Soup Kitchen premises, or via an email sent to [info@soupkitchenlondon.org](mailto:info@soupkitchenlondon.org)

**If you have a complaint about the services the Soup Kitchen provides, or your experience of the services provided by the Soup Kitchen**, we have a process that should be followed:

### Stage 1- (informal)

In the first instance, please speak to a Soup Kitchen employee, or hand them a note or letter, providing as much detail as possible about the issue. We are committed to looking into your complaint and will acknowledge Stage 1 complaints within 10 working days.

### Stage 2 (Formally registering a complaint)

If you are not satisfied with the response you received at Stage 1 or if you wish your complaint to be formally investigated, please provide the details of your complaint by emailing [info@soupkitchenlondon.org](mailto:info@soupkitchenlondon.org) - for the attention of the Soup Kitchen Director. If preferred, you can hand a note or letter, addressed to the Director, to a Soup Kitchen employee and they will pass it on.

Your formal complaint will be acknowledged within 10 working days. The Director will investigate your complaint and you will be contacted with the response within a further 20 working days.

### Stage 3 (Appeal)

If you are not satisfied with the response you received at Stage 2, please send a letter explaining why to The Soup Kitchen Chair of the Board of Trustees, 79A Tottenham Court Road London, England, W1T4TD.

The Chair of the Board of Trustees will review the investigation and respond to you within 30 working days of receiving your letter. This will be the final decision.

**Note 1:** Should your complaint relate to the Director, please contact the Chair of the Board ([chair@soupkitchenlondon.org](mailto:chair@soupkitchenlondon.org)) of Trustees at Stage 2. A Board working group will then review the investigation if necessary at Stage 3.

**Note 2:** The Charity Commission is the regulator of all charities in England and Wales.