



# FoodCloud Complaints Policy and Procedure

FoodCloud takes complaints seriously and commits to acknowledging all feedback and complaints within two working days of receipt, and to resolving all complaints within 10 working days following receipt. The following Policy and Procedure outlines how FoodCloud will respond in the following scenarios: a complaint received from a retailer or charity, regarding the use of food by charity partners, or from a charity regarding the actions of a retailer; a complaint concerning an employee or volunteer made by a someone external; or a general complaint regarding company performance or customer service.

## **Responsibility**

**Food Safety Officer**  
**Human Resources Manager**  
**Account Managers**  
**Partnerships Director**  
**Line Managers**  
**FEAD Project Manager**

## **Procedure**

### **Complaint from or regarding a Retailer:**

The FoodCloud's Charity Contract clearly defines appropriate and acceptable usage of the food donated through our programs. In the event that a complaint is received by FoodCloud from a retailer, the complaint will be assessed by the Account Manager who is responsible for that retailer's account. If the AM finds that the complaint is a possible violation of contract (ie. selling surplus food, allowing unapproved charities to collect, mistreating charity personnel, or other misconduct), the complaint will be added to the Feedback and Complaints Form. A notification will be sent to the HR Manager and the Food Safety Officer and once recorded, the complaint must be acknowledged within two working days. Written confirmation should be sent to the complainant to inform them that the complaint is being investigated. If the complaint is not a possible violation of contract, the AM should record it on their retailer issues tracker and retain the issues tracker for FoodCloud's records. This issues tracker is discussed periodically with the retailer and procedures can be updated as required.

If further investigation is necessary, the complaint will be investigated by the Food Safety Officer, who will assess whether this complaint warrants a visit to the charity. If so, there will be



a written review of the situation and resolution, which will be added to the Feedback and Complaint Log, and must be complete within 10 working days.

Although preventing food poverty is a significant goal for FoodCloud, so too is the prevention of food waste. The primary use of food donations by our charity partners should be for their service users. However, FoodCloud accepts that the employees and/or volunteers of the charities may be experiencing food poverty and can be supported by the charity partner with excess food collected from retailers. This is carried out at the discretion of the charity or community organisation and is difficult to investigate.

- If a complaint is in relation to a retailer or the services provided by a retailer, the procedure will be as follows:

The AM assigned to that retailer's account will be notified of the complaint. The AM will investigate the details of the complaint and provide feedback to the retailer if necessary. The AM will record the results of the investigation and any corrective action taken.

#### **Complaint from or regarding a Charity:**

- If the complaint is in relation to the use of food by the charity partner's volunteers or member of staff, the procedure will be as follows:

The charity will be contacted by phone to assess the use of food. If the results require further investigation, the Food Safety Officer will arrange a visit with them to give clear instructions in relation to the correct use of the food collected from the retailer. A report will be sent to the retailer once the investigation is complete.

If the food in question is FEAD product, the FEAD Project Manager will be notified immediately. The FEAD Project Manager will then notify the DSP within two working days from receipt of the complaint and provide full investigation results and report (including resolution/corrective action) within ten working days.

- If the complaint relates to the accuracy of a charity's order:
  - If a charity contacts us to note that their FEAD order was not correct (that they either received too much or too little of any item), the FEAD Project Manager will check the relevant warehouse stocktake to see if there are any corresponding variances.
  - The FEAD Project Manager will also ask the charity to check their collection again to confirm the variances that they are reporting.
  - If the variances appear on the stocktake (i.e. the charity has said that 8 cases of porridge oats were left off their order and we have +8 in stock compared to the

WMS), we will amend the system (return any items that were not collected by the charity or book out any additional items received).

- If the variances do not appear on the stocktake, no changes will be made to the system.
  - If the charity is unsatisfied with that outcome, the FEAD Project Manager will advise them to contact the DSP to discuss further.
  - The FEAD Project Manager will notify the DSP within two working days from receipt of the complaint and provide full investigation results and report (including resolution/corrective action) within ten working days.
  - If there are repeated customer complaints from the same organisation, FoodCloud can implement special measures for the collections by that organisation such as photographing orders once they are picked, emailing those photographs to the charity contact on dispatch and requiring confirmation of receipt/charity check of photographs against the collected order.
- If the complaint relates to the accuracy of a charity's order:
    - If the complaint is in relation to a charity's surplus order, FoodCloud will conduct an investigation into this complaint by reviewing the current stock on hand of the surplus items in question, as well as reviewing the picklist and interviewing the operatives who packed and either delivered or supervised collection of the order. In cases where there is a discrepancy is found, FoodCloud will make the charity whole by either crediting their account or providing them with the agreed surplus where available. In cases where there is not a discrepancy found, FoodCloud will discuss the findings with the charity and come to an amicable resolution.
    - If the complaint relates to the charity account or invoice, FoodCloud's accounts department exchanges ledgers with the charity to identify the problem. If the issue cannot be resolved in this way, the issue is escalated to the Finance Director for permission to refund or cancel the outstanding amount.

- If the complaint is in relation to the misuse of donated surplus food, the response will be as follows:

The charity will be contacted for a general review of the charity's food usage system. The Food Safety Officer will visit the charity and investigate the use of food within the organisation. The charity is required to facilitate this type of assessment. If the visit is prevented by the charity, then a temporary suspension of collections will be put in place until the investigation can be carried out.

- If the complaint is in relation to the behaviour of the charity partner at the point of collection, the response is as follows:



The complaint will be escalated to the relevant area, either charity or retailer, for investigation. Once a thorough investigation has been conducted, a report will be sent back to the inquiring retailer, and the query will be resolved within 10 days.

If the charity was collecting FEAD product, the FEAD Project Manager will be notified immediately. The FEAD Project Manager will then notify the DSP within two working days from receipt of the complaint and provide full investigation results and report (including resolution/corrective action) within 10 working days.

- If the complaint is in relation to Food Safety, the procedure is as follows:

The details will be directed to the Food Safety Officer through the Incident Report form. The complaint will be investigated and a report will be given to the retailer for their records. If necessary, or if there is a breach in the charity's food safety practices, the Food Safety Officer will put corrective action in place for the charity partner. In the event of a food safety complaint, the complaints procedure located in the FoodCloud Hubs Safety Manual FCHUBS014.2 must be followed.

If the food in question is FEAD product, the FEAD Project Manager will be notified immediately. The FEAD Project Manager will notify the DSP within two working days from receipt of the complaint and provide full investigation results and report (including resolution/corrective action) within 10 working days.

FoodCloud will provide feedback to the retailer or food business for the results of the investigation and any corrective action put in place for the charity partner. This information will be kept on file, analysed to determine trends, and used to inform internal improvements for FoodCloud's policies and procedures.

A template for response is below:

*Thank you for contacting me about this issue .*

*This matter will be dealt with discretion and in accordance with our Complaints Policy.*

*Due to data protection and the sensitive nature of this issue, I will be unable to inform you of the outcome of our investigation.*

#### **Complaint regarding a FoodCloud Employee or Volunteer:**

In the event that a complaint is received, generally from an external source, regarding a FoodCloud employee or volunteer, the complaint should be directed to the employee's manager



or the Volunteer Coordinator, respectively. FoodCloud will address this complaint in accordance with the Complaints Policy and Employee and Volunteer Disciplinary Procedures. However, as employee and volunteer records are bound by data protection laws, FoodCloud will not be able to give details of the inquiry or outcome to the person or organization who lodged the complaint. FoodCloud reserves the right to update its company policies from time to time as required.

### **Complaint regarding a FoodCloud Company Performance of Customer Service:**

If a complaint is received regarding FoodCloud company performance, it should be logged on the [Feedback and Complaints Form](#) and should be directed to the company Partnerships Director. In the event that a complaint is received regarding customer service, it will be entered on the [Feedback and Complaints Form](#) log and addressed by the HR Manager. If the complaint references a particular employee or department, that line manager will be consulted, and if necessary, action will be taken in accordance with the FoodCloud Volunteer or Employee Disciplinary Procedure.

### **Complaints regarding FoodCloud Principles for Fundraising:**

If there is a complaint regarding FoodCloud fundraising, please see the policy [here](#).

### **Escalation to the Board**

If a complainant is not satisfied with the response from FoodCloud, the complainant can contact the Chairperson of the Board in writing. The Chairman will ensure that the appeal is considered at Board level and will respond within two weeks of this consideration by Board members. The Chairperson can be reached by writing to the address below:

The Chairperson  
FoodCloud  
Unit 8 Broomhill Business Park  
Broomhill Road  
Tallaght, Dublin 24

If the complaint relates to the FEAD Programme, the FEAD Project Manager will provide an update to the DSP within two working days of the Chairperson's response.

[Feedback and Complaints Log](#)