

Complaints Procedure Food Bank



All assistants of the Food Bank Houten try very hard to help the clients as best they can. However, mistakes or errors can occur and because of that problems can arise. If this is the case, you can always speak directly to the assistant concerned. She or he will try to solve the problem with you as well as possible. When you think the problem is not dealt with accurately, you can file a complaint. Here are a few examples of possible complaints you could file.

- You have a complaint about the way our assistants spoke to you;
- You think your privacy was not dealt with appropriately;
- You don't agree with the decision whether or not you (no longer) qualify for a food parcel;
- You would like to complain about the contents of the food parcel, e.g. hygiene, shelf life or food safety in general.

When you decide to file a complaint, please take the following aspects into consideration.

- Your complaint has to be filed *in writing* to the board of the Food Bank; by letter or by email. The postal address is:
Bestuur Stichting Voedselbank Houten
De Poort 81
3991 DX Houten
The mail address is: secretariaat@voedselbankhouten.nl
- In your complaint letter state as clearly as possible the nature of your complaint. If necessary, depending on the complaint, also state:
 - The date and place of the incident
 - The (first)name of the assistant or the situation at the distribution point
 - The name of the product you have a complaint about and the date on which you received the item.

Within 4 working days after having received your complaint the board will send you a confirmation of receipt. Within 2 weeks after having received your complaint you will receive a reaction concerning the contents, if necessary you will first be invited for a personal talk.

Clients whose application for or continuation of a food parcel has been rejected, can lodge an objection or file a complaint against this decision until three weeks at the latest after the date of the letter in which this decision was stated. The board will reconsider the procedure and the calculations and inform the client of its final conclusion in writing. Against this decision by the board no appeal is possible.

With your complaint we are continually trying to improve the service to our clients!

Houten, June 2012