

Cambridge Sustainable Food CIC**Complaint and Compliment Procedure for service users and members of the public****Cambridge Sustainable Food CIC's service users**

Our service users are participants in our events, workshops, presentations as well as organisations represented at stakeholder meetings and learners on courses we run.

Our Commitment

We aim to work with volunteers and paid staff in order to provide high quality services to support people in making healthy and sustainable choices in their food. To this end, we aim to be sensitive and appreciative of the different experience, knowledge and values that affect people's choices and decision making.

We use feedback to help us develop and improve our services and procedures, and if you are unhappy about any aspect of our contact with you, we would like to hear from you.

Compliments

We would also be grateful to know if we have exceeded your expectations

How to give your feedback

Whether you are happy or dissatisfied, it is usually best to let the person who provided the service know, speaking to them directly and / or by using the evaluation form provided at the relevant event or meeting. Otherwise, please contact us by letter, email, or telephone.

What we will do about complaints

Your feedback will be logged and shown to the person concerned and to the person responsible for managing and coordinating their work within CSF CIC. If your feedback is negative, we will clarify with you whether you wish it to be regarded as a complaint. In this case, we will write to you confirming that your complaint has been received, explaining how it will be looked into, and how long this will take. We will then write and describe what action we intend to take.

If you are not satisfied with the proposed action, please let the person who sent you the letter know, and it will then be passed to a CSF CIC director, who will contact you to discuss the matter further.

We hope that any complaint against Cambridge Sustainable Food CIC can be quickly and constructively resolved in a mutually respectful way. In the event that such a resolution between a component and ourselves proves to be unachievable, we would ask an external organisation to mediate.

A handwritten signature in black ink, appearing to be 'S. Dyer'.

S. Dyer (Director)