

FOOD BANKS CANADA COMPLAINTS POLICY STATEMENT

Food Banks Canada is committed to providing excellent service. We recognize that from time to time there may be inquiries, concerns or complaints and we believe that our stakeholders have the right to tell us about them. We also have a responsibility to respond to them appropriately, resolving complaints in a timely, fair, respectful and consistent manner. This policy ensures that we have a coordinated and consistent response to complaints, and that our responses are informed by our mission, vision and values.

Any individual, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about Food Banks Canada are encouraged to contact Food Banks Canada directly. Food Banks Canada can be contacted by phone (905 602 5234) or by e-mail info@foodbankscanada.ca.

Complaints may relate to, but are not limited to; Food Banks Canada programs and campaigns, donor-driven fundraising initiatives (e.g., cause marketing or third-party campaigns), individual donations made to Food Banks Canada, tax receipting, gifts in kind, donor recognition, compliance with Canada Revenue Agency (CRA), advertising, provincial associations and affiliate food banks, food shared with food banks/individuals, etc.

Concerns, questions and complaints that arise will be handled by a Food Banks Canada staff member. A report of complaints is provided regularly to the Board of Directors as to the nature and number of complaints received by Food Banks Canada.

When addressing concerns or complaints:

- Privacy and confidentiality will be respected at all times.
- The initial response to a complaint will occur as soon as possible and not more than 2 days from receiving the complaint.
- Every effort will be made to review and respond to a complaint within 10 business days.