

## **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. Those sharing concerns or complaints must be able to do so without fear of reprisal and any form of retaliation. 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 at 1 877 280 0329 or by e-mail at [complaints@foodbankscanada.ca](mailto:complaints@foodbankscanada.ca).

Complaints may relate to and 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 3 days from receiving the complaint.
- Every effort will be made to review and respond to a complaint within 10 business days.