



## COMPLAINTS POLICY - General

**Scope:** This policy and procedure applies to **complaints received from interested parties about our activities, programs, services etc.** Interested parties may include donors, visitors/clients, volunteers, customers, suppliers, and other parties that have dealings with Meaford Foodbank & Outreach.

### Guiding Principles:

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints must be fair, impartial and respectful to all parties.
- Complainants must be advised of their right to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants must be provided clear and understandable reasons for decisions relating to complaints.
- Complainants must be provided with updates.
- There shall be no retaliation against individuals who make good-faith complaints.
- The history of complaints will be used to assist Meaford Foodbank & Outreach in improving its services, policies and procedures.

A complaint may be received verbally (by phone or in person) or in writing (by mail, email). An employee or volunteer who initially receives a complaint should put the complainant directly in touch with their immediate Supervisor<sup>1</sup> or President or his/her Designate who will deal with the complaint promptly or will confirm to the complainant that the issue will be dealt within a given time frame and get any contact information needed to maintain contact with the complainant.

Complaints received in writing will be acknowledged within 2 business days and the President or his/her Designate will attempt to resolve the matter and respond to the complainant within 10 business days.

Where the President or his/her Designate is unable to resolve the complaint, he/she will escalate it to the Board and/or involve other expertise as appropriate. If the complaint is about the President, it will be referred to the Board of Directors.

Unresolved complaints may be directed to

**Foodbanks Canada Customer Experience Hotline: 1.877. 280.0329 or**  
**complaints@foodbankscanada.ca.**

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<sup>1</sup> Immediate Supervisor usually is the Operations Manager but in his/her absence another supervisor may be designated such as the other staff person or a board member.