



CLARINGTON EAST FOOD BANK  
CLIENT SERVICE & CARE  
**#4.02 Compliment & Complaints Policy**



#4.02 Compliments and Complaint Policy	
Policy Section: Client Services	Original Date: Aug. 01, 2023
Approved By: Board of Directors	Applies to: Neighbours, Staff, Board Members, & Volunteers
Review By: ED and Board of Directors	Review Date:
Standard of Excellence: 4.02	# of Pages: 4

**1. DEFINITIONS:**

1. **Complaint** is defined as any expression of dissatisfaction with the services, facilities, or actions of CEFB. This includes, but is not limited to, issues related to the quality or quantity of food provided, staff conduct, accessibility, or any other aspect of our operations.

**2. POLICY**

1. The policy will allow CEFB stakeholders to understand how to provide compliments or complaints and how CEFB will review, investigate and resolve this input.

**3. PURPOSE**

The purpose of the Compliment and Complaint policy is to clearly identify the procedures surrounding how compliments and complaints are accepted, reviewed, investigated, and resolved.

**4. PROCEDURE**

**1. Procedure for Compliments**

- a. We welcome compliments of our service or our staff and volunteers. Please share your compliment with our Staff or use our form F 4.02.01 In Gratitude posted on our web page or send us an email.
- b. We will share you positive thoughts appropriately.



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2. **Procedure for Complaints**

- a. All complaints are taken seriously at CEFB. Any Neighbour, volunteer or staff member who has a complaint is encouraged to communicate it to the ED without delay. While we welcome the opportunity to resolve any concern informally a formal complaint can be submitted using our F 4.02.02 Complaint Form posted on our web page.
- b. When a complaint is made, acknowledgement to the complainant that the complaint has been received and will be acted on. If a timeframe for investigation can be determined, it should be included, timeframes are typically within 21 days depending on the level of the complaint.
- c. Complaints will be assessed by risk level:
  - i. **High Risk**
    - Impacts the reputation of Food Banks Canada, a provincial association or affiliate food bank
    - Impacts the reputation of a donor
    - Impacts the safety of the public, an employee or volunteer at a food bank
    - High risk safe food handling practices
    - Breach of Foodbank Code of Ethics
    - Suggestions of legal/financial wrongdoing
    - A threat to involve the media
  - ii. **Medium Risk**
    - Issues related to our communication (advertising, programs etc)
    - Quality of service provided by food banks and/or food bank staff/volunteers
    - General comments about quality of food provided by food banks
    - Issues related to how donated funds are invested
  - iii. **Low risk:**
    - General comments/complaints about food banks, food bank use, fundraising, communications
- d. The ED, Board Chair, or designate investigates the complaint which may include;
  - i. collect and review any relevant documents and communications.
  - ii. Interviews;
    1. the complainant and the respondent will be interviewed separately
    2. if the respondent is not an employee or volunteer, the investigator will make reasonable efforts to interview the individual.
    3. Relevant witnesses



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- e. CEFB keeps a record of information on all complaints received. Information includes a description of the complaint, the person who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution and any follow up required.
- f. No person who submits a complaint or provides feedback is at risk of having their services negatively impacted or withdrawn, as a consequence of submitting the complaint/feedback.
- g. A summary of the complaints is provided annually to the Board of Directors for their awareness of the nature and number of complaints received by CEFB
- h. All complaints will be handled with the utmost confidentiality, with information shared only with those directly involved in the investigation and resolution process.
- i. Any individual, donor, member of the public, provincial association, affiliate food bank, and/or business who may have a complaint can also file complaints with Food Banks Canada directly and/or anonymously, either by phone at 1 877 280 0329 or by e-mail at [complaints@foodbankscanada.ca](mailto:complaints@foodbankscanada.ca).
- j. Retaliation and Whistleblower Protection: CEFB will not tolerate retaliation against individuals who make good-faith complaints.
- k. Unfounded and Malicious Allegations: Any allegations that prove to have been made maliciously or knowingly to be false will be reviewed for further action.

**5. ROLES AND RESPONSIBILITIES**

- 1. E.D. will ensure all relevant paperwork related to Compliments and Complaints is maintained.

**6. REFERENCES**

- 1. Food Banks Canada Customer Experience: call 1877 280 0329 or email [complaints@foodbankcanada.ca](mailto:complaints@foodbankcanada.ca)
- 2. Food Banks Canada Complaint Policy and Procedure #3.06
- 3. Volunteer Handbook

**7. APPENDIX**

Document Name
1. F4.02.01 In Gratitude Form
2. F4.02.02 Complaint Form
3. F4.02.03 Food Bank Canada Customer Experience Hotline Statement



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**8. REVISION CONTROL**

Date	Revision Details	Revision #	Effective
		Revision #1	