



Cambridge Food Bank Complaint Policy

Guiding Principles

At **Cambridge Food Bank**, we are committed to providing quality service and support to our community. We understand that concerns or complaints may arise from time to time, and we are dedicated to addressing them promptly and effectively. This policy outlines the procedure for raising and resolving complaints for all stakeholders with the exception of Volunteers and Employees (please follow the conflict resolution outlined in your orientation).

The process for resolving concerns and complaints will be timely, fair, and respectful.

Definition and Examples of a Complaint:

A complaint is defined as any expression of dissatisfaction with the services, facilities, or actions of the **Cambridge Food Bank**. 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.

Complainants are asked to provide adequate information to facilitate a thorough investigation. This includes:

- **Date and Time:** Specify when the incident(s) occurred.
- **Location:** Identify where the incident(s) took place.
- **Individuals Involved:** Name or describe the persons involved in the incident(s).
- **Description of Conduct or Service Quality Issue:** Provide a detailed account of the conduct or service quality issue(s) being complained about.

This information is crucial for ensuring a fair and effective review of the complaint.

Placing an Anonymous Complaint

- While the organization encourages complainants to provide their names for a thorough investigation, anonymous concerns will be explored as much as possible. The effectiveness of investigating anonymous complaints may vary based on the information available.

All complaints will be handled with the utmost confidentiality, with information shared only with those directly involved in the investigation and resolution process. Complainants will not face any repercussions for their complaints.

Complaint Procedure

Submitting your complaint

Many issues can be resolved quickly by contacting the Cambridge Food Bank general inquiries line at 519-622-6550 or by emailing info@cambridgefoodbank.org.

The Cambridge Food Bank will acknowledge your inquiry within two (2) business days. Resolution time may vary depending on the nature of your inquiry.

A complaint may be received verbally (by phone or in person) or in writing (by mail, or email). All complaints will be received by the complaints officer. It is the responsibility of the complaints officer to either resolve complaints or if directly implicated, transfer them to another person who



can resolve them. If the complaint is transferred, the recipient must acknowledge to the transferor that they have received it and will act on it.

The complaints officer who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by themselves or another staff member. If a timeframe for action can be determined, that should be included in the acknowledgment. Basic contact information, including name, phone number, and email address should immediately be recorded.

Resolving the Complaint

Every effort will be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff will attempt to resolve it immediately. Complaints received in writing will be acknowledged within two business days and staff will attempt to resolve the matter within 10 business days.

- Where a complaint cannot be easily resolved, it should be escalated to the relevant supervisor. If they cannot resolve the complaint, it will be escalated to the CEO. If the complaint is about the CEO, it will be handled by the Chair of the Board of Directors. Complainants will be kept informed of the status of their complaint.
- The organization will investigate the complaint and may seek additional information from relevant individuals such as officers, employees, or stakeholders. The actions taken will depend on the nature of the allegation.
- The organization will respond as soon as reasonably possible after reviewing the matter. You will be informed of the investigation's outcome while ensuring the privacy of those involved.
- Each case is handled respectfully and discreetly. If warranted, the organization will take corrective or disciplinary action. Complaints involving criminal conduct may be reported to relevant authorities.

Escalation of a Complaint

Where complaints or concerns cannot be resolved at the local level, individuals are encouraged to contact Food Banks Canada.

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.

Documenting the Complaint

Cambridge Food Bank will keep 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, the timeframe, and a description of the resolution and any follow-up required.

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 the **Cambridge Food Bank**.



Contact Information:

For inquiries or complaints, please contact:

Amy Slack

Director of Operations

Cambridge Food Bank,

54 Ainslie Street South, N1R 3K3

519 622 6550 x 102

aslack@cambridgefoodbank.org

Feedback:

This policy outlines our commitment to maintaining high standards of service and accountability. We strive to foster a culture of transparency and responsiveness, ensuring that all individuals feel heard and respected. We welcome feedback on our complaints handling process and are committed to continuous improvement.