

Policy

Policy Name	Service Suggestions and Complaints		
Section	4 – Client Service & Care		
Policy #	4.02	Effective Date	March 18, 2025
Approved by	Strathcona Food Bank Board of Directors	Approval Date	March 18, 2025

1.0 Policy Statement

The Strathcona Food Bank is committed to providing excellent service, but it recognizes that from time to time there may be inquiries, suggestions, concerns and/or complaints (referred to as matters). We believe that input from our stakeholders is valuable and provides opportunities for improvement. We also have a responsibility to respond appropriately, resolving matters in a timely, fair, respectful and consistent manner.

This policy ensures that we have a coordinated and consistent response, and that our responses are informed by our mission, vision and values.

2.0 Definitions

Term	Definition
Board	The duly appointed Board of Directors of the Strathcona Food Bank (SFB).
Matters	Defined as inquiries, suggestions, concerns and/or complaints.

3.0 Guiding Principles

3.1 Matters that arise will first be handled by the SFB volunteer/Team Lead receiving the matter and a Board member shall be advised. Should the individual not be satisfied with the outcome, the matter will be escalated to a Board member.

3.2 When addressing these matters, the SFB will:

- Respect privacy and confidentiality at all times.
- Provide an initial response as soon as possible, preferably in person, and not more than 48 hours from receipt.
- Make every effort to resolve matters within 10 business days.
- Ensure that there is no real or perceived reprisal to the complainant resulting from an individual bringing forward a matter.
- Review matters to identify if there is a required change in the SFB's policies, processes, programs etc. to reduce the opportunity of a similar situation.

3.3 SFB will post Food Bank Canada's complaint hotline on our public website.

4.0 Related Documents

There are no related documents.