Powell River Action Centre Society – Food Bank
Client Service and Care
Policy - 2024

Complaints

It is the policy of the Powell River Action Centre Society Food Bank to the process to deal with all complaints within 3 business days.

The purpose of the complaint policy is to ensure that all stakeholders of the Powell River Action Centre Society Food Bank have a clear understanding of the procedure for lodging complaints. We mean to establish a fair and transparent process for resolving complaints in a timely manner.
All complaints can be expressed and addressed without fear of reprisal. There will never be any retaliation or denial of services based on the complaint policy.

This policy relates to all staff, volunteer, clients, board members, and outside stakeholders.

The Definition of a complaint as it relates to this policy is:
A formal expression of dissatisfaction with any aspect of the services, operations, or conduct related to the Powell River Action entre Society Food Bank.

Complaints can be lodged in the following manner:

By mail
6816-B Alberni St
Powell River, BC V8A 2B4

By email sent to the Centre email address
pracfoodbank@gmail.com

By phone call to the Centre
604-485-9166

Through our website
www.powellriverfoodbank.ca

Complaints should include enough detail that a complete investigation of the matter can take place.

- Upon receiving a complaint, the board president will be notified and will acknowledge receipt within 3 business days
- If required, the board president will initiate an investigation into the matter.

- The board president may request additional information from the complainant or any other relevant parties to help facilitate the investigation.
- The board president will keep the complainant informed of the progress and expected timeframe for resolution.

Complaints will be rated on a scale of impact to the organization:

High Impact will include complaints related to:

Anything that impacts the name of the food bank or any of its donors.

Anything that impacts safety:

Safety of the public

Safety of employees or volunteers

Safety of the food bank users

Food Safe and safe food handling matters

Any breach of the Food Banks Canada Ethical Food Banking Code, a code by which we operate

Any matter that suggests legal or financial wrongdoing

Any complaint or threat that would involve the media

Medium Impact will include such matters as

Any advertising or programming matter

The quality of the services offered by the food bank

Matters dealing with how the funds of the organization are used or invested

Low Risk issues will include

Matters dealing with communication

Any issue about fundraising

Complaints with no detail where substance cannot be substantiated.

Complaints will be deemed to be resolved once the board president completes their investigation and an outcome is determined.

The board president will endeavor to solve the issue within 10 business days.

The board president will communicate the outcome to the board of directors and the food bank manager.

If it is found that the complaint has substance, the board president will outline a proposed resolution.

If the complainant is not satisfied with the proposed resolution, they may request a review of the decision, which will be conducted by the entire board of directors at a mutually agreed u0pon meeting time.

All complaints will be treated confidentially.

A record of the complaint, along with the results of the investigation, and any resolution proposed will be stored securely and kept for a minimum of 2 years.

Complaints will be tabulated and reported to the board at a regular meeting once annually by the food bank manager. At this time any patterns in complaints will identified and proposals for action will be discussed.

There will be no retaliation ever for lodging a complaint. No one will ever be denied service as the result of lodging a complaint.

All stakeholders acknowledge and agree to this policy.

All policies, including this one, will be reviewed bi-annually by the board of directors and the food bank manager.

As per Food Banks Canada:

To further share a concern or complaint you can contact Food Banks Canada's Customer Experience Hotline at **1.877.280.0329** or **complaints@foodbankscanada.ca**.