



COMMUNITY FOOD SHARE DS COMPLAINT POLICY STATEMENT

Community Food Share is committed to providing excellent service. We recognize that from time to time there may be inquiries, concerns or complaints and we believe that our stakeholders have the right to tell us about them. We also have a responsibility to respond to them appropriately, resolving complaints in a timely, fair, respectful, and consistent manner. Those sharing concerns or complaints must be able to do so without fear of reprisal and any form of retaliation. This policy ensures that we have a coordinated and consistent response to complaints, and that our responses are informed by our mission, vision and values.

Any member of the general public, client, individual, donor, prospective donor, community organization, and/or businesses who may have a complaint about Community Food Share are encouraged to contact Community Food Share directly. Community Food Share can be contacted by phone at 613-898-0781 or by e-mail at admin@communityfoodshare.ca.

Complaints may relate to and are not limited to: Community Food Share programs and campaigns, donor-driven fundraising initiatives (e.g. cause-marketing or third-party campaigns), individual donations made to Community Food Share, tax receipting, gifts-in-kind, donor recognition, compliance with Canada Revenue Agency (CRA), advertising, food shared with food banks/individuals etc.

Concerns, questions, and complaints that arise will be handled by a Community Food Share staff member. A report of complaints is provided regularly to the Board of Directors as to the nature and number of complaints received by Community Food Share.

When addressing concerns or complaints:

- Privacy and Confidentiality will be respected at all times.
- The initial response to a complaint will occur as soon as possible and not more than 3 business days from receiving the complaint.
- Every effort will be made to review and respond to a complaint within 10 business days.

Further Dispute Resolution Process

If you are not satisfied with Community Food Share's response to your complaint, the issue can be escalated to Food Banks Canada. Complainants have the right to contact the Food Banks Canada Customer Experience Hotline at 1.877.280.0329 or complaints@foodbankscanada.ca.