

<b>Policy Number</b>	
<b>Policy Category</b>	Board Directives \ Communications
<b>Policy Name</b>	Complaints Policy – Addressing Inquiries and Complaints from the Public
<b>Purpose</b>	<p>This policy guides the Edmonton Food Bank’s behavior in maintaining a coordinated and coherent response to complaints from members of the public.</p> <p>Staff regularly addresses complaints from the public. At all times, responses to inquiries and/or complaints must maintain the integrity and transparency of Edmonton’s Food Bank.</p>
<b>Authority</b>	Board members, staff and volunteers of the Edmonton Food Bank will be expected to understand this policy as outlined.
<b>Policy</b>	<p>The Edmonton Food Bank recognizes that from time to time there may be complaints and our stakeholders have the right to tell us about them.</p> <p>Any individual or organization who may have a complaint about the Edmonton Food Bank is encouraged to contact us.</p> <p>To be considered a formal complaint, an individual or organization must provide us with their contact information so that we can follow up with them directly. Confidentiality will be maintained, where possible, or legally required.</p> <p>Complaints may relate to and are not limited to: programs and services, food or fundraising campaigns, client services, individual clients, food access, concerns with recipient agencies, etc.</p> <p>Complaints will be handled by the appropriate staff member and may be referred to the Director of Operations, the Executive Director, or the Chair of the Board of Directors for direction or response.</p> <p>A summary of complaints and resolutions will be provided to the Board of Directors on an annual basis.</p>
<b>Approved Date</b>	May 14, 2024 <b>Motion 2024-05-14-2</b>
<b>Review</b>	This policy will be reviewed three (3) years from its approved date
<b>Executive Signature</b>	<p>Michael Capus Chair, Edmonton’s Food Bank</p>