

4.02 Complaints

Purpose:

The Lake Country Food Assistance Society (LCFAS) is committed to providing excellent service to our clients and external stakeholders. We recognize the importance of addressing concerns and complaints promptly and fairly. This policy outlines our procedures for handling complaints and ensures that individuals who make good-faith complaints are protected from retaliation. This policy ensures that we handle complaints in a coordinated and consistent manner, guided by our values.

Scope

This policy applies to concerns and complaints from clients, external stakeholders, volunteers and employees.

Policy:

1. Public Posting:

- o The complaints policy and procedures are prominently displayed in our client waiting room, client intake office, as well as on our website.

2. Prompt Responses:

- o All complaints will receive a prompt response. We aim to acknowledge receipt of complaints within 48 hours and provide a resolution within 14 days.

3. Non-Retaliation:

- o The organization strictly prohibits retaliation against individuals who make good-faith complaints. Any form of retaliation will be reviewed by the Board of Directors and may result in disciplinary action.

4. Food Banks Canada's Customer Experience Hotline:

- o The organization publicly posts the contact information for Food Banks Canada's Customer Experience Hotline, allowing unresolved complaints to be escalated.
- o The hotline information is displayed at our physical location and on our website.



Procedures:

1. Submitting a Complaint:

- o Complainants should provide detailed information about their concerns to facilitate a thorough investigation.
- o Complaints can be submitted in person, by phone, email, inside post office box or through our website:
 1. In person: to front office reception personnel
 2. By phone: to 250-766-0125
 3. By email: lakecountry.foodbank@gmail.com
 4. Rant or Rave mailbox located inside the food bank at the exit doors
 5. Online: www.lakecountryfoodbank.org/contact-8

2. Acknowledgment and Investigation:

- o Complaints will be acknowledged promptly by a representative of the Lake Country Food Assistance Society.
- o An investigation will be conducted, and the complainant may be contacted for additional information.
- o All complaints must be recorded using the Internal Complaint Record and require a signature to verify closure of the file.

3. Resolution:

- o We aim to provide a resolution within 14 days of the complaint being received.
- o If the complainant is not satisfied with the resolution, they may request an escalation.

4. Escalation Process:

- o Complaints that are not resolved to the complainant's satisfaction can be escalated. The levels of escalation are:
 - o **for the Public (including clients)**
 1. Receptionist/intake

2. Executive Director
 3. Board of Directors
- o If still unresolved, the complainant can contact Food Banks Canada's Customer Experience Hotline at 1.877.280.0329 or complaints@foodbankscanada.ca.
 - o **for the Volunteers and food bank employees**
 1. Volunteer Coordinator
 2. Executive Director
 3. Board of Directors
 - o If still unresolved, the complainant can contact Food Banks Canada's Customer Experience Hotline at 1.877.280.0329 or complaints@foodbankscanada.ca.

Policy Review

This policy shall be reviewed by the Executive Director every three years or as needed to ensure its effectiveness and relevance.

Last Policy Approval

This policy was last approved by the Executive Director of the Lake Country Food Assistance Society on Feb 1, 2026.