



# Complaints Policy

## Purpose

Food Banks Mississauga (FBM) is committed to providing excellent service to our communities. 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.

Any individual, client, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about FBM is encouraged to contact FBM directly at 905-270-5589 or by filling out the [form in our Contact Us section](#).

## Definitions

Complaints are defined as an expression of dissatisfaction with regard to a service, program, agency, an action or lack of action, a decision taken by FBM, or the way in which FBM employees or volunteers carry out their duties. Complaints typically arise when a person believes:

- The organization has failed to do something agreed upon or expected
- A policy or procedure has not been followed
- A policy or procedure is unfair or inadequate
- An error has been made
- Employees or volunteers acted in a wrongful way

A complaint is distinct from an inquiry, feedback, or suggestion.

## Guiding Principles

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints is fair, impartial, and respectful to all parties.
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.



- Complainants are provided clear and understandable reasons for decisions relating to complaints. Updates are provided to complainants during review processes.
- Complaints are used to assist in improving services, policies and procedures.

## Procedure

Concerns, questions and complaints that arise will be handled by a FBM staff member. When addressing concerns or complaints, privacy and confidentiality will be respected at all times.

- FBM logs details of each complaint and will respond within two (2) business days to confirm receipt and set expectations for how long the investigation will take.
- Every effort will be made to resolve the complaint within 10 business days of receipt.
- The appropriate department will either respond by sending a formal letter, email, or telephone the individual, or will escalate to their supervisor if needed.
- Complaints about the Chief Executive Officer, Board Members, and/or Board Policy will be directed to the Chair of the Board or may come via the Whistleblower service.
- Members of the public may appeal the findings or the corrective action within 10 business days of receiving the response from FBM, in which case the CEO will be alerted and will designate responsibility for resolution.

A report of complaints is provided regularly to the Board of Directors as to the nature and number of complaints received by FBM.

**Approved Date:** January 10, 2025

**Date for Review:** January 10, 2027