



COMPLAINTS POLICY

WE Graham Community Service Society is committed to providing excellent service. We recognize that sometimes there may be inquiries, concerns or complaints and believe that our stakeholders have the right to tell us about them. 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 individual, client, donor, prospective donor, member of the general public, and/or business who may have a complaint about WEGCSS are encouraged to contact us directly (see below for contact details). We have a responsibility to respond to your complaint appropriately, resolving complaints in a timely, fair, respectful and consistent manner.

You have a right to expect that;

- 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.
- It is important to us to ensure that there is no real or perceived reprisal resulting from an individual bringing forward a concern or complaint.

Your complaint may be resolved by a staff member. If you are not satisfied with a staff member's response, you may request that your complaint be taken to the Executive Director, or Board of Directors. Please bear in mind that the Board of Directors are volunteer members of the community who meet monthly and as such may result in a longer response time.

We believe that those sharing concerns or complaints must be able to do so without fear of reprisal and any form of retaliation. Service will never be denied to clients because of complaints made.

If you have a complaint or issue to be addressed, please contact us by phone, e-mail or in person during our business hours.

Please understand that the person you speak to initially may or may not be the appropriate person to respond. They can listen to your concerns, take your details and pass those concerns along to the appropriate staff member.

When addressing a concern or complaint a staff member will record the contact information of the complainant, a summary of the complaint, who received the complaint and any action taken to resolve it. If the staff member is unable to resolve the complaint they will refer it to another staff member, manager, or Executive Director.

Staff should assess complaints by risk level as follows:

High level

- Impacts the reputation of WEGCSS
- Impacts the reputation of a donor
- Impacts the safety of the public, an employee or volunteer
- High risk safe food handling practices
- Breach of Foodbanking Code of Ethics
- Suggestions of legal/financial wrongdoing

Medium level

- Issues related to communication (advertising, programs etc)
- Quality of service/programs/food provided
- Issues related to how donated funds are invested

Low level

- General comments/complaints

All complaints of high or medium level will be reviewed by a manager, Executive Director, and/or Board of Directors, to identify if there is a required change in policies, processes or programs to reduce the opportunity of a similar situation occurring.

Information recorded on complaints made is kept in a locked file, and once resolved, kept for no more than five years.

Staff receiving a complaint should;

- Focus on responding with verifiable information, recording feedback or a complaint, and thanking the person for their input. Limit providing your personal opinions wherever possible.
- Be aware of your individual capacity to answer questions or respond to complaints. Do not rush to appease the complainant, if you are not in a position to do so. Listen, record the details as best you can, then consult with or pass them on to the appropriate staff or board member.
- Use the guidelines in this document to let the complainant know what will happen next and when.

Contact information- info@wegcss.org 250-355-2484 or in person at 1001 Harold St, Slocan.

If you wish to take a complaint to Food Banks Canada, please contact Food Banks Canada's Customer Experience Hotline at **1.877.280.0329** or complaints@foodbankscanada.ca.

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