



Intent

The Petawawa Pantry commits to providing excellent and caring service, but we recognize that sometimes concerns about our program arise. Feedback is valuable to the Pantry as a growing organization. This policy applies to complaints and feedback received by the Petawawa Pantry about our activities, services or volunteers.

Policy Elements

Complaints help us to:

- correct misconceptions;
- inform others about the basis for the policy or process;
- understand a new point of view, or new situation
- strengthen our policies and processes, and improve service.

1. It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
2. Review of complaints is fair, impartial and respectful to all parties. Complainants are advised of their options to escalate their complaint to the Pantry Manager or the Board of Directors if they are dissatisfied with the outcome.
3. Complainants are provided clear and understandable reasons for decisions relating to complaints. Updates are provided to complainants during review processes.

Types of Complaints

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the Petawawa Pantry as an organization, or a staff member or volunteer acting on behalf of the Petawawa Pantry. Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a volunteer; or
- unfair or discourteous actions/statements by a volunteer.

Complaint Receipt and Handling

1. A complaint may be received verbally (by phone or in person) or in writing (by mail, email).
2. A volunteer who receives a complaint should first determine the proper person to handle it. It is the responsibility of the person who receives the complaint to either resolve it or

transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

3. The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another volunteer. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days. Where a complaint cannot be easily resolved, it should be escalated to the President. If the complaint is about the President, it will be handled by the Vice-president or designate. Complainants should be kept informed of the status of their complaint.

Unresolved or Unsatisfied Response to Complaint

Complainants need to be informed that they can escalate a complaint to Feed Ontario or Food Banks Canada, this information will be posted in the Pantry.

Food banks Canada Customer experience Hotline 1-877-280-0329

Documenting the Complaint

It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved on the same day it is received. Information about such complaints must be recorded on a Complaint Form. Information recorded includes:

- date and description of the complaint;
- who handled it;
- what was done to resolve the complaint;
- timeframe; and
- a description of the resolution.

Confidentiality


All complaints be treated confidentially, clients coming forward with a concern need to understand that they have a right to complain, it will be investigated if required and that there will be no retaliation against the client.

FEEDBACK

Volunteers' feedback regarding Pantry operations is important to our success as a team. As front-line workers, volunteers know what works and what could be improved.

Verbal feedback can be provided to the Pantry Manager or any Board member at any time.

To provide anonymous feedback, there are volunteer surveys on the kitchen bulletin board that can be used to send concerns directly to the President.

Approved by the Petawawa Pantry Board of Directors	
Laurie Alton, President 	Date: 2021 May 10

Record of Amendments		
Loc	Item	Approval Date
	Unresolved complaint paragraph inserted, confidentiality statement added, client feedback added, public posting requirement added.	April 15, 2024 BOD Meeting