

Complaint Resolution Policy and Procedure

Policy Statement

Daily Bread Food Bank is committed to providing excellent programs and service. We recognize that from time to time there may be concerns or complaints and we believe our clients (including those from member agencies) and stakeholders have the right to tell us about them and have them resolved.

Although Daily Bread cannot promise each resolution or action will be to the satisfaction of the complainant, each concern will be given its due and each answer will reflect Daily Bread's values of integrity and honesty, accountability, mutual respect, and caring.

The following guiding principles have influenced this policy and its procedure.

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints must be fair, impartial and respectful to all parties.
- Complainants must be advised of their right to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants must be provided clear and understandable reasons for decisions relating to complaints.
- Complainants must be provided with updates.
- The history of complaints will be used to assist Daily Bread in improving its services, policies, and procedures.

Purpose

The purpose of this policy is to ensure complaints are resolved in a timely and satisfactory manner and to make improvements in Daily Bread's services, policies, and procedures as appropriate.

Scope

This policy applies to complaints from clients and stakeholders received by Daily Bread about our activities, programs, services, staff or volunteers.

Accountability

- All staff are accountable for handling complaints that fall within the authority of their position and escalating all other complaints within their department, to the appropriate person in another department, or to the Director, Human Resources, as applicable.

- The Director, Human Resources is responsible for managing and administering the complaint resolution process..
- The Human Resources Committee is responsible for overseeing the resolution of complaints.

Procedure

Resolving Complaints

When possible, **verbal complaints** are settled at the source. In situations where the initial employee cannot resolve the complaint, it will be escalated within the relevant department or to the Director, Human Resources as appropriate.

Written complaints are forwarded to the appropriate employee, who will acknowledge receipt within two (2) business days. If necessary, it will be escalated within the relevant department or to the Director, Human Resources as appropriate.

If the Director, Human Resources is unable to resolve the complaint or if it is about the Director, Human Resources, it will be escalated to the Executive Director. If the complaint is about the Executive Director, it will be referred to the Chair of the Human Resources Committee.

Communication with Complainant

If complaints are not immediately resolved, Complainants are kept informed of the status of their complaint. Every effort is made to resolve complaints within ten (10) business days.

Documenting the Complaint

It is necessary to keep a record of complaints involving a dispute over money or donations as well as any complaint that cannot be resolved within 24 hours of receipt.

The record of complaints includes, but is not limited to: a summary of the issue, the people involved, the action(s) taken, timeframe, a description of the resolution, and, if appropriate, recommendations for the future.

Reporting Complaints to the Board of Directors

The Director, Human Resources prepares an annual summary of complaints received, including number and type, and sends it to the Human Resources Committee. This Committee reports their conclusions to the Board of Directors in sufficient detail for board members to understand the overall nature and impact of complaints received.