

We appreciate your feedback!

In an effort to be transparent to our clients, supporters and the general public, Edmonton's Food Bank has a **Complaints Policy**. Please follow the following process for inquiries or complaints:

Edmonton's Food Bank is committed to providing excellent service. 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 concerns and complaints in a timely, fair, respectful and consistent manner. This policy ensures that we have coordinated and coherent response to these inquiries and complaints, and that our responses are formed by our mission, vision, and values.

*Any individual, donor, prospective donor, member of the general public, and/or business who may have a complaint or inquiry about Edmonton's Food Bank are encouraged to contact the Food Bank by phone (**780.425.2133**) or e-mail **info@edmontonsfoodbank.com**. If an individual or organization expresses a concern or complaint, we ask that they provide us with their contact information so that we can follow up directly about their concern or complaint.*

Concerns, questions, and complaints that arise will be handled by the appropriate staff member and may be referred to the Director of Operations or the Executive Director for direction or response.

Every effort will be made to review and respond to a complaint within 2 business days. Confidentiality will be respected at all times.

April 2, 2013