



food for life

FOOD FOR LIFE CANADA INC.

POLICY CATEGORY	Governance
POLICY NUMBER	16
TITLE OF POLICY	Complaints Policy
APPROVED BY	Board
DATE OF APPROVAL	February 8th, 2012
REVISION DATE	

Food for Life Complaints Policy and Procedure

This policy and procedure applies to complaints received by Food for Life about our activities, programs, services, staff, volunteers or contractors.

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 must be fair, impartial and respectful to all parties.
- Complainants must be advised of their right to escalate their complaints 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 Food for Life in improving its services, policies and procedures.

Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who initially receives a complaint should put the complainant directly in touch with the Executive Director who will log the complaint, confirm to the complainant that the issue will be dealt with in a given timeframe and get any contact information needed to maintain contact.

Complaint Resolution

When receiving a verbal complaint, the Executive Director will listen and seek to fully understand the complaint and take the issue up immediately with the staff member responsible for the area where the issue originated.

Written Complaints

Complaints received in writing should be acknowledged within 2 business days and the Executive Director will attempt to resolve the matter and respond to the complainant within 10 business days.

Escalation of Complaint

Where the Executive Director is unable to resolve the complaint, it will be escalated to the Executive Committee of the Board (Chairperson, Vice Chairperson, Treasurer and Secretary) as appropriate.

If the complaint is about the Executive Director, it will be referred to the Executive Committee.

Communication with Complainant

Complainants will be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 14 business days.

Documenting the Complaint

It is necessary to keep a record of all complaints that involve Food for Life. Information about such complaints must be recorded on the "Incident Complaint Form", including the issue, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

Reporting Complaints to the Board of Directors

The Executive Director will prepare an annual summary of the complaints received, including number and type, and send it to the Executive committee, who will report their conclusions to the Board of Directors in sufficient detail for board members to understand the overall nature and impact of complaints received. The summary will be utilized in preparing the Annual Risk Management Plan.



Food for Life
ACCIDENT / INCIDENT REPORT FORM

Incident occurred

Address where incident occurred: Date: Time:
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Injured Person/Complainant Name

1. Name of Reporting Party	Staff Member Client Volunteer Agency representative Other (Circle one)	Affiliation to organization
2. Name of Reporting Party		

Witnesses

1. Name	Staff Member Client Volunteer Agency representative Other (Circle one)	Affiliation to organization
2. Name		

Incident Description

Briefly describe what happened, including the sequence of events preceding the incident:(attach any relevant documentation)

Statement of causes

List unsafe conditions, acts or procedures that in any manner contributed to the incident:
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Actions taken to investigate complaint

Description of actions taken to address the complaint:
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Follow-up actions required:			
	Action by whom	Date if applicable	
1			
2			
3			
4.			

Persons conducting investigation

Name	Signature	Job Title	Date

This is a confidential report to provide information for use by Food for Life. This information should not be given to anyone except authorized Food for Life employees.