

4.02 Complaint Policy

Guiding Principles

At House of Lazarus, we are committed to providing quality service and support to our community. We understand that concerns or complaints may arise from time to time, and we are dedicated to addressing them promptly and effectively. This complaints policy outlines the procedure for raising and resolving complaints for both visitors of the food bank and stakeholders.

Definition and Examples of a Complaint:

A complaint is defined as any expression of dissatisfaction with the services, facilities, or actions of House of Lazarus. This includes, but is not limited to, issues related to the quality or quantity of food provided, staff conduct, accessibility, or any other aspect of our operations.

Complaint Procedure for Visitors:

A complaint may be received verbally (by phone or in person) or in writing (by mail or email). All complaints will be received by the Communications Coordinator. It is the responsibility of the Communications Coordinator to either resolve complaints, or if directly implicated, transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that they have received it and will act on it.

The Communications Coordinator who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by themselves or another staff member. 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 will be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff will attempt to resolve it immediately. Complaints received in writing will be acknowledged within two business days and staff will attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be escalated to the relevant supervisor. If they cannot resolve the complaint, it will be escalated to the Executive Director or designate. If the complaint is about the Executive Director or designate, it will be handled by the Chair of the Board of Directors. Complainants will be kept informed of the status of their complaint.

Documenting the Complaint

House of Lazarus will keep a record of information on all complaints received. Information includes a description of the complaint, the person who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution and any follow up required.

A summary of the complaints is provided annually to the Board of Directors for their awareness of the nature and number of complaints received by House of Lazarus.

Placing an Anonymous Complaint

Any individual, donor, member of the public, provincial association, affiliate food bank, and/or business who may have a complaint can also file complaints with Food Banks Canada directly and/or anonymously, either by phone at 1 877 280 0329 or by e-mail at complaints@foodbankscanada.ca.

Statement of Confidentiality:

All complaints will be handled with the utmost confidentiality, with information shared only with those directly involved in the investigation and resolution process. Complainants will not face any repercussions for their complaints.

Contact Information:

For inquiries or complaints, please contact:

Vicki Cane
Volunteer and Communications Coordinator
House of Lazarus Food bank
2245 Simms St
613-989-3830
vcane@houseoflazarus.com

Feedback:

This policy outlines our commitment to maintaining high standards of service and accountability. We strive to foster a culture of transparency and responsiveness, ensuring that all individuals feel heard and respected. We welcome feedback on our complaints handling process and are committed to continuous improvement.