



**Peachland Food Bank (PLFB)**  
**Complaints Policy and Procedure**

**Effective Date:** August 13, 2025

**Approved by:** Board of Directors

**Next Review Date:** August 2027

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## **1. Purpose**

Peachland Food Bank (PLFB) is committed to providing high-quality services to our clients, volunteers, donors, and community partners. This policy establishes a fair, transparent, and accessible process for addressing complaints from clients and external stakeholders. PLFB encourages feedback and aims to resolve concerns promptly while maintaining the dignity and respect of all involved.

## **2. Scope**

This policy applies to all clients, volunteers, donors, and other external stakeholders of PLFB who wish to raise a complaint regarding any aspect of our services, programs, or interactions with the organization.

## **3. Principles**

PLFB's approach to handling complaints is guided by the following principles:

1. **Accessibility:** Complaints can be submitted in person, by phone, or by email.
2. **Prompt Response:** All complaints will be acknowledged within [e.g., 3 business days] and addressed as quickly as possible.
3. **Escalation:** Steps are in place to escalate unresolved complaints to higher levels within the organization.
4. **Non-Retaliation:** PLFB will not retaliate against any individual who makes a complaint in good faith.
5. **Confidentiality:** All complaints are handled with confidentiality to protect the privacy of those involved.

## **4. Procedures**

### **Step 1: Submitting a Complaint**

Complaints can be submitted:

- **In person:** At PLFB's main office at 4775 – 4<sup>th</sup> Street, Peachland, BC
- **By phone:** 250.862.4597
- **By email:** peachlandfoodbank@gmail.com

Please provide sufficient details about the issue, including dates, locations, individuals involved (if applicable), and the desired resolution.

## **Step 2: Initial Response**

- PLFB staff will acknowledge receipt of the complaint within [e.g., 3 business days].
- Staff will review the complaint and, if possible, provide a preliminary response or explanation.

## **Step 3: Investigation**

- The Manager or designated staff will investigate the complaint, gathering information as necessary.
- The investigation may include discussions with the complainant, staff members, or other relevant parties.

## **Step 4: Resolution and Communication**

- A written response outlining the findings and proposed resolution will be provided to the complainant within 10 business days.
- If additional time is required, the complainant will be informed of the expected timeline.

## **Step 5: Escalation**

If the complainant is not satisfied with the resolution, they may escalate the complaint:

1. **Internal Escalation:** To the PLFB Board of Directors via [insert email/phone].
2. **External Escalation:** To Food Banks Canada's Customer Experience Hotline for unresolved complaints.

## **Food Banks Canada Customer Experience Hotline:**

- **Phone:** 1-877-535-0958
- **Online:** <https://www.foodbankscanada.ca/Contact-Us>

## **5. Public Access to Complaints Policy**

PLFB's Complaints Policy and Procedures are publicly available:

- **Physically at:** PLFB lobby area – bulletin board
- **Online at:** <https://peachlandfoodbank.ca/>

## **6. Record Keeping**

All complaints, investigations, and resolutions will be documented and stored securely to allow for continuous improvement and accountability.

## **7. Review**

This policy will be reviewed every two years or sooner if required by changes in law, regulations, or operational practices.