



Complaint Policy

The Parkland 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 complaints in a timely, fair, respectful, and consistent manner. Those sharing concerns or complaints must be able to do so without fear of reprisal or any form of retaliation. This policy ensures that we have a coordinated and consistent response to complaints and that our responses are informed by our Mission, Vision, and Values.

Any Client, individual, donor, prospective donor, member of the general public, provincial association, affiliate food bank, and/or business who may have a complaint about the Parkland Food Bank are encouraged to contact Food Banks Canada directly. Food Banks Canada can be contact by phone at 1.877.280.0329 or by e-mail at complaints@foodbanksCanada.ca.

Complaints may relate to and are not limited to: Parkland Food Bank programs and campaigns, donor-driven fundraising initiatives (e.g. cause-marketing or third-party campaigns), individual donations made to the Parkland Food Bank, tax receipting, gifts-in-kind, donor recognition, compliance with Canada Revenue Agency (CRA), and advertising.

Concerns, questions and complaints that arise will be followed up directly with the Parkland Food Bank to share the concern and feedback received and to work towards resolution.