



Ashcroft and Area Food Bank

601 Bancroft St, Ashcroft, BC V0K 1A0
(250) 453-9656

Complaints Policy

At the Ashcroft and Area Food Bank we are committed to serving our community with care, respect, and integrity. We value feedback from our clients, partners, and external stakeholders, as it helps us improve our services and uphold our mission to support those in need. To ensure transparency and fairness, we have established the following complaints policy:

1. Prompt Response to Complaints

We encourage individuals to share their concerns or complaints regarding our services, staff, or operations. Upon receipt of a complaint, the Food Bank will acknowledge it within 5 business days and will aim to provide a full response or update within 14 business days.

2. Escalation of Complaints

If a complaint is not resolved to the satisfaction of the individual, it may be escalated. The escalation process involves:

- First, submitting the complaint to the relevant team or staff member.
- If unresolved, requesting a review by the Executive Director.
- Finally, if necessary, the complaint can be escalated through Food Banks Canada Customer Experience Hotline.

3. Non-Retaliation Policy

The Ashcroft and Area Food Bank strictly prohibits any form of retaliation against individuals who make complaints in good faith. We are committed to ensuring that all individuals feel safe to voice concerns without fear of negative consequences.

4. Confidentiality

All complaints will be handled with confidentiality, and personal information will only be shared with relevant parties necessary to resolve the matter.

We are dedicated to continuous improvement and take all complaints seriously. Thank you for helping us maintain the highest standard of service for our community.

5. Contact

For any Food Bank Related concerns please contact:

Chelsie Rankin, Food Bank Coordinator

On premises or by phone at: 250-457-2410

