

Feed Ontario - Complaints Policy

Feed Ontario is committed to providing excellent service. We believe in mutual respect, transparency, and courtesy, and hold ourselves to these beliefs in all areas of our work.

Despite these core beliefs, we understand that at times there may be members, partners, donors, or community members who have a question, concern, or complaint about Feed Ontario.

When these situations arise, we want to ensure that a safe and open channel exists to relay this feedback without fear of reprisal or retaliation. We believe that it's only through open communication that we can learn, progress, and work towards positive outcomes for everyone.

To provide individuals with access to this channel, we encourage anyone with a concern or a complaint, directly related to Feed Ontario, to contact the Food Banks Canada Customer Experience Hotline.

This hotline can be reached by phone at 1-877-280-0329 or by email at complaints@foodbankscanada.ca.

Food Banks Canada assures that anyone who contacts the hotline can expect that:

- Privacy and Confidentiality will be respected at all times.
- The option to place your concern or complaint anonymously will be provided.
- A response to the initial concern or complaint will occur as soon as possible and not more than two days from receiving the complaint.
- Every effort will be made to review and respond to a complaint within 10 business days.

Following a complaint about Feed Ontario, Food Banks Canada will initiate follow up according to your preferred direction regarding contact, follow up, and anonymity.

Feed Ontario takes these concerns seriously and logs any feedback or concerns raised through the hotline internally for future training and learning opportunities.

If you have any questions regarding the above process, please contact Food Banks Canada's Customer Experience Hotline, or Erin Waddington, Manager, Member Relations at Feed Ontario: erin@feedontario.ca