

## **Feedback and Complaint Policy**

The **Okotoks Food Bank Association (OFBA)** values feedback from our clients, volunteers, donors, and community partners. Your comments, suggestions, and concerns help us improve our programs and ensure we provide respectful, responsive service to our community.

### **Feedback and Complaints**

Feedback may include compliments, suggestions, or complaints about our programs, services, staff, volunteers, or organizational practices. We welcome all input as an opportunity to learn and improve.

A complaint is an expression of concern about the actions, services, or operations of the Okotoks Food Bank Association.

### **How to Provide Feedback or Submit a Complaint**

Feedback or complaints can be submitted by email or in writing. Please include your name, contact information, and a description of your feedback or concern.

**Email:** [director@okotoksfoodbank.ca](mailto:director@okotoksfoodbank.ca)

**Phone:** 403-651-6629

**Mail:**

Okotoks Food Bank Association

P.O. Box 942

Okotoks, AB T1S 1B1

Anonymous feedback will be accepted; however, providing contact information allows us to follow up if needed.

### **How We Handle Complaints**

OFBA is committed to reviewing concerns in a fair, respectful, and timely manner. If a complaint cannot be resolved immediately, it may be reviewed by senior staff or the Board of Directors.

In the event the OFBA does not adequately address your concern, please contact the Food Banks Canada Customer Experience Hotline at 1.877.280.0329 or [complaints@foodbanksCanada.ca](mailto:complaints@foodbanksCanada.ca).

### **Confidentiality**

All feedback and complaints will be handled with discretion. Personal information will only be shared with those directly involved in reviewing or resolving the matter.