



Samaritan House Ministries Inc. Complaints Policy

Samaritan House Ministries Inc. recognize that from time to time there may be inquiries, concerns or complaints from our clients, stakeholders, and funders. We believe any and all of our clients, stakeholders and funders 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 and any form of retaliation.

Samaritan House Ministries will ensure that we have a coordinated and consistent response to complaints, and that our responses are informed by our vision, mission, and values.

Complaints may relate to SHM programs and campaigns, donor-driven fundraising initiatives, individual donations made to SHM, tax receipting, gifts-in-kind, donor recognition, compliance with Canada Revenue Agency (CRA), advertising, provincial associations and affiliate food banks, food shared with food banks/individuals etc.

Samaritan House Ministries will post this policy for all to see and on the organization's website if clients, donors, funders are wanting to file a complaint.

(Adapted from Food Banks Canada Complaints Policy Statement)

PROCEDURE:

Anyone who has a complaint with Samaritan House Ministries Inc. will be responded to promptly using the following procedures to do so.

- Anyone having a complaint with the organization's processes and procedures may call or provide a complaint in writing to the Samaritan House Ministries Executive Director.
- The privacy and confidentiality of the complainant will be respected at all times.
- The first response to the complaint will occur as soon as possible and not more than 3 days from receiving the complaint.
- Every effort will be made to respond to the complaint within 10 business days of the complaint.
- The SMH Board of Directors will be informed at board meetings any complaints that have been received, how they were dealt with and the outcome of the complaint.

IF the complainant is not satisfied with the response and outcome of the complaint, they may be provided with the provincial organization and/or Food Banks Canada Customer Experience Hotline via phone 1 877 280 0329 or by e-mail at complaints@foodbankscanada.ca.