



Complaints Policy & Procedures

Introduction

This policy outlines the approach used by Harvest Manitoba to address complaints received from stakeholders about our activities, programs, services, staff or volunteers. Stakeholders may include donors, clients, volunteers, customers, suppliers, and other parties that have dealings with Harvest Manitoba.

Guiding Principles

- Harvest Manitoba believes in the importance of maintaining regular communications with our stakeholders and appreciates hearing feedback about how our organization can improve its services
- Harvest Manitoba receives and reviews complaints in a fair, impartial and respectful manner
- Complainants must be advised of their right to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome
- Complainants must be provided clear and understandable reasons for decisions relating to complaints
- Complainants must be provided with updates if and when these are available or requested
- The review of complaints will be used to assist Harvest Manitoba in improving its services, policies and procedures

Receiving and Handling Complaints

A complaint may be received verbally by phone or in person as well as in writing by mail and email or fax (general contact information provided below).

Many complaints and concerns may be adequately addressed by the individual(s) involved. Even when complaints are resolved by those concerned it is important that these discussions and resolutions be documented.

An employee or volunteer who initially receives a complaint (even if it is adequately resolved) will log the information in writing including the following information:

1. Name, organization and contact information of the complainant
2. Date of the complaint and date of incident if different
3. A description of the complaint

4. Communications or meetings related to the complaint
5. Any resolutions to the complaint
6. Escalation of the complaint and the date the complaint was forwarded to the Complaints Officer

In all instances, and as soon as possible, the information and log of a complaint will be forwarded to the Complaints Officer who will maintain a central log of complaints. The Complaints Officer will track the resolution of complaints and ensure follow-up with stakeholders as required.

Complaints Officer

Harvest Manitoba shall maintain a position of Complaints Officer. This responsibility will be designated to a Director or Senior Manager within the organization as determined by Chief Executive Officer.

The Complaints Officer will receive logs of all complaints from within the organization, track activities related to these complaints and maintain a report that will be provided to the Chief Executive Officer and Board of Directors on a regular basis.

The Complaints Officer will also receive complaints directly from stakeholders and in such instances, they will be logged and then the information directed to the appropriate Director or Senior Manager for investigation. Complaints about the conduct of the Complaints Officer will be addressed by the Chief Executive Officer.

Reporting Complaints to the Board of Directors

The Complaints Officer will prepare an annual summary of the complaints received, including number and type, and send it to the Executive Committee, who will report their conclusions to the Board of Directors in sufficient detail for board members to understand the overall nature and impact of complaints received.

Contacting the Complaints Officer at Harvest Manitoba

The Complaints Officer can be reached by email at complaints@harvestmanitoba.ca or phone 1-204-982-3669. Mail may be sent to Harvest Manitoba, 1085 Winnipeg Avenue, Winnipeg MB, R3E 0S2.

If a complainant believes that their concerns have not been adequately addressed by Harvest Manitoba, they will be directed to contact Food Banks Canada at complaints@foodbankscanada.ca or phone 1-877-280-0329.

