

Regina Food Bank Complaint Policy

Any individual, donor, client prospective donor, member of the general public, Member, Affiliate Member, and/or business that may have a complaint about the Regina Food Bank are encouraged to contact the Regina Food Bank directly to make the Regina Food Bank aware of the complaint or concern.

The Regina Food Bank can be contacted by using the following methods:

Phone: 306-791-6533

Fax: 306-347-0884

E-mail: info@reginafoodbank.ca

Mail:

**Regina Food Bank
445 Winnipeg Street
Regina, Saskatchewan S4R 8P2**

If you have a complaint or concern, please make sure you provide us with your contact information so that we can follow up with you directly about your complaint or concern.

Complaints may relate to and are not limited to Regina Food Bank:

- **Programs, services and campaigns**
- **Donor-driven fundraising initiatives (i.e. cause-marketing or third party campaigns)**
- **Individual donations made through online vehicles or otherwise, tax receipting, gifts-in-kind, donor recognition, or compliance with Canada Revenue Agency (CRA).**

Concerns, questions and complaints that arise will be handled by the appropriate staff member. A report of complaints is provided regularly to the Board of Directors for their awareness of the nature and number of complaints received by the Regina Food Bank.

The Regina Food Bank has a process in place to ensure that complaints are handled responsibly and in a professional and consistent manner.