

Request and complaint management policy addressed to Moisson Outaouais by its affiliated organizations	Policy number OR-24-03
Initiated by: Member Organisation Committee Approved by: Governance Committee Final Approval: Moisson Outaouais Board of Directors	Effective date: May 6, 2024
Application Managers: General Management of Moisson Outaouais Organization Committee Governance Committee	Resolution number: 20240506-09

Presentation

This policy presents the guidelines required for the sound management of requests and complaints addressed to Moisson Outaouais or its representatives by its affiliated organizations.

The Mutual Agreement signed by the organizations and Moisson Outaouais stipulates in Part B that Moisson Outaouais commits to:

- f) Address the needs and preoccupations of the organizations in a fair and timely manner;*
- i) Review on a regular basis the status of member organizations, discuss their problems with the organizations and, if necessary, proceed to cancelling their membership if they do not comply with the Mutual Agreement;*
- k) Receive and follow up on complaints in relation with food aid, coming from beneficiaries and organizations.*

Procedure

At first, the organization representative wishing to formulate a request or complaint (designated in this document by the term *plaintiff*) must communicate directly with Moisson Outaouais in order to explain his/her request or complaint, and try to solve the issue in question with his/her correspondent.

1. Hereafter the procedure for the following issues:

- 1.1. For any request pertaining to **orders**, the **inventory** or **spoiled food**, contact the **Warehouse Coordinator** at (819) 669-2000, ext. 215. If necessary, the Warehouse Coordinator will inform the Operation Director to indicate the given solution.

- 1.2. For any complaint pertaining to **orders**, the **inventory** or **spoiled food**, contact the **Warehouse Coordinator** at 819-669-2000, ext. 215, who will then inform the Operation Director, the Community Liaison as well as the General Management through the Communications Director.
- 1.3. For any request or complaint concerning the **services** of Moisson Outaouais, **contributions**, **meetings**, **Mutual Agreement**, and **statistics**, or to inform Moisson Outaouais of any new projects and needs, contact the **Community Liaison** at (819) 669-2000, ext. 210. He/she will inform the General Management through the Communications Director.
- 1.4. The Communications Director will ensure that solutions are implemented and that the necessary follow-up is given.
2. If a plaintiff deems necessary to file a written complaint, the procedure will be as follows:
 - 2.1. The plaintiff will clearly state the complaint by filling out a form available on the Website: www.moissonoutaouais.com. The Communications Director will:
 - 2.1.1. Send, within (10) working days, a receipt acknowledgement of the complaint based on the filing of the complaint;
 - 2.1.2. Notify it in the complaint register.
 - 2.2. The Communications Director could ask for additional information, within ten (10) working days.
 - 2.3. The Communications Director could initiate, within ten (10) working days, a process to find a satisfying solution for the plaintiff.
3. When the issues involved could have an impact on a large number of affiliated organizations without necessarily presenting a specific case, the plaintiff may contact one of the organization representatives of the Board of Directors. The representatives may receive a complaint and discuss it with the Communications Director in order to find an acceptable solution. Organization representatives who sit on the Board of Directors of Moisson Outaouais may also decide to refer the complaint to the Board of Directors.
4. The plaintiffs will be asked to evaluate the handling of their complaint and whether they are satisfied with the solution found.

5. Every year, Moisson Outaouais's administration will provide the Board of Directors with a report on the number of complaints received, the general settings of the solutions found, and if necessary, will formulate recommendations on modifications that should be brought to the process.
6. Moisson Outaouais's Board of Directors and team commit not to retaliate any individual who files a complaint in good faith.

In the event that the process does not lead to a satisfactory solution, you may contact Food Banks Canada at 1 877 280-0329, or by email at complaints@foodbankscanada.ca

Adoption of a new policy
Resolution number: 20240604-09
Resolution Approval: May 6, 2024