

Food Bank Customer Experience

To file a complaint with Food Banks Canada, you can:

- Call the Customer Experience Hotline at 1-877-280-0329
- Email complaints@foodbankscanada.ca

Food Banks Canada's complaint policy includes:

- **Initial response:** A response is provided within three days of receiving the complaint
- **Review and response:** A review and response is provided within 10 business days
- **Confidentiality:** Privacy and confidentiality are respected at all times
- **Reporting:** A report of complaints is provided to the Board of Directors

You can also contact Food Banks Canada's national office by:

- Phone at (905) 602-5234 or toll-free at (877) 535-0958
- Fax at (905) 602-5614
- Email at info@foodbankscanada.ca

If you have a complaint about Food Banks Canada's privacy policy or the treatment of personal information, you can email the Privacy Officer at privacyofficer@foodbankscanada.ca.