

Complaints Policy

CFTC aims to maintain high standards in all of its work, and will seek to make timely and clear response when concerns arise or are brought to CFTC's attention.

CFTC takes complaints and concerns very seriously and treats them as an opportunity to improve the service provided to supporters. As such we ensure that:

- Issuing a complaint is as easy as possible
- CFTC always responds and treats complaints seriously
- CFTC deals with complaints promptly and politely
- CFTC responds to complaints in a way that the supporter feels understood, responds professionally and responds with an explanation or information as appropriate
- CFTC learns from complaints and uses feedback to improve services

CFTC can be reached in the following ways:

- Call 1-800-387-1221 or 416-757-1220.
- Email contact@CanadianFeedTheChildren.ca
- Write to 123 – 6 Lansing Square, Toronto, ON M2J 1T5

CFTC will respond to all concerns and complaints as quickly as possible:

- Complainants will receive an acknowledgement of the complaint within a maximum of two (2) working days of receiving it.
- Complainants can expect to receive a full response from CFTC no more than seven (7) working days from receipt of the original complaint.
- CFTC will work to resolve the complaint up to a maximum of 14 working days. At this stage further contact with the complainant will be made only where CFTC may have insufficient details to take the complaint forward.
- All complaints are reported to the Board of Directors quarterly.

There may be rare occasions when CFTC may not respond to a complaint. These include:

- When a complaint is about something that CFTC has no direct connection to.
- When someone unreasonably pursues a complaint that CFTC has already responded to. The complainant will be given escalation points but CFTC may choose not to reply again. CFTC will always inform the complainant of the decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organizations as part of a bulk mailing or email.

Approved June 8, 2018



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When a complaint has been made anonymously, the complaint will be investigated and the information used to improve service in any way that we can.

If, upon receipt of the response, the complainant is still not satisfied, the complaint may be passed to a member of CFTC's Senior Leadership Team and/or the President & CEO for further investigation and response. The complainant can expect to receive a full response from them within a reasonable amount of time from receipt of the escalated complaint.

If not satisfied with the response from Senior Leadership Team or CEO, the complainant can always seek advice from the chair of the Board of Directors, or outside the organization. If the nature of the complaint is related to CFTC's fundraising work, it is possible to seek help from the Compliance Division of the Charities Directorate at the CRA whose details are listed below:

Charities Directorate
Canada Revenue Agency
Ottawa ON K1A 0L5

1-800-267-2384

CharitiesComplianceDivisi.LPRA@cra-arc.gc.ca