



The Turner Valley and District Food Bank Association / Oilfields Food Bank is committed to providing excellent service to clients and stakeholders.

Inquires and Complaints

The Oilfields Food Bank also recognizes that from time to time there may be inquires, suggestions, concerns and complaints from clients and stakeholders, and when handled respectfully become valuable opportunities for improvement.

Send inquires, suggestions, concerns and complaints to info@oilfieldsfoodbank.com

It is the responsibility of the Oilfields Food Bank Board Members to respond appropriately to matters in a timely, fair, respectful, and consistent manner. When an inquiry or complaint is brought forward, it will be received by the Communications Coordinator will respond to the individual. If the individual is not satisfied, the matter will be escalated by advising the Board Members. In both situations, the inquiry or complaint will be responded to with;

- respect, privacy and confidentiality at all times.
- an initial response as soon as possible, preferably in person, and not more than 48 hours from receipt.
- an effort to resolve the matter within 10 business days.
- assurance that no real or perceived reprisal to the complainant will result from an individual bringing the matter forward.

Following the inquiry or complaint, the Board Members will identify if there is a need to change the Oilfields Food Bank policies, processes, or programs in order to reduce the occurrence of a similar situation.