



FEED NOVA SCOTIA COMPLAINTS POLICY

Any individual, donor, prospective donor, member of the general public, Member Agency, and/or business who may have a complaint about FEED NOVA SCOTIA is encouraged to contact FEED NOVA SCOTIA directly to make FEED NOVA SCOTIA aware of the complaint or concern. FEED NOVA SCOTIA can be contacted by phoning 902-457-1900 or by emailing communications@feednovascotia.ca. If you have a complaint or concern, please make sure you provide FEED NOVA SCOTIA with your contact information so that the appropriate personnel can follow up with you directly about your complaint or concern.

Complaints may relate to and are not limited to: FEED NOVA SCOTIA's programs and services, hunger awareness activities, food and fundraising initiatives, donations and 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 FEED NOVA SCOTIA. FEED NOVA SCOTIA has a process in place to ensure that complaints are handled responsibly and in a professional and consistent manner.