

Complaint Process

If you are unhappy with our services, we want to know. We will address your concerns and continue to offer food hampers or better service. There are two ways to address concerns: informal and formal.

INFORMAL- Share your concerns with a staff member and or the program supervisor/ manager

FORMAL- If the informal process does not work, ask for a complaint form and guidelines from the program or the main office reception at:

Archway Community Services
2420 Montrose Avenue Abbotsford, B.C.
V2S 3S9

or contact
Food Banks Canada Customer
Experience Hotline 1.877.280.0329
complaints@foodbankscanada.ca



Privacy

Archway programs and staff follow all government laws concerning privacy. Information is gathered for the following reasons:

- Your need for services
- Referrals
- Service planning/activities
- Follow-up
- Improving our services

If you have any concerns about confidentiality, please contact the Archway Privacy officer at 604-859-7681 (local 238).



Thank You!



Archway Food Bank

Client Rights and Responsibilities

Welcome to the Archway Food Bank!

You have the right to:

- 1. Be treated with dignity and respect by our staff and volunteers.
- 2. Receive food that is safe to eat
- 3. Choose the food items that meet your dietary and cultural needs, (within the available options.)
- 4. Access your designated food hamper monthly on your appointment day with no cost and without being implicitly/explicitly tied to other conditions
- 5. Request access to your personal information or view your file at any time
- 6. Raise complaints and concerns
- 7. Confidentiality, within the limits to confidentiality:

- Child Abuse
- Harm to Self or Others
- WorkSafe BC
- Reporting to funders
- Within the program: Quarterly file reviews
- Between programs

Expectations:

- Treat staff, volunteers, and fellow clients with courtesy and respect
- Park the vehicles in designated parking spaces and follow the directional flow
- Supervise your children while on food bank property
- Abstain from smoking and vaping within Food Bank property
- Provide consent when picking up on behalf of another client



You are responsible to:

1. Adhere to guidelines and rules of the food bank, including eligibility criteria and distribution processes.
2. Avoid engaging in or condone any form of harassment or discrimination.
3. Share accurate information and inform us of any allergies or dietary restrictions. (Example: diabetic, Celiac/GF, Vegan, Vegetarian, Halal diets)
4. Show up at your designated appointment time & date and if you cannot make it, Call 604-859-5749 or email Foodbank@archway.ca, or visit our reception to reschedule.
5. Notify staff of any changes to your address, phone number, or household size (adding or removing a member)
6. Tell us if you are going to leave the program or move to another city.
7. To raise concerns calmly by speaking with staff or management or calling the food bank after the visit.

