



8.12 Complaints and Resolution

POLICY:

The Society maintains an easy and non-threatening process for clients, program participants, stakeholders and members of the public to communicate complaints, suggestions or other feedback. Persons making a complaint will not suffer any retaliation or barriers to service as a result of using the complaint and resolution process.

A complaint may be about any component of services, programs, facilities, vehicles, conduct of employees, fundraising, donor relations, volunteer relations or communications.

The complaint and resolution procedure outlines:

- a. Rights and responsibilities
- b. The efforts that will be made to resolve the complaint
- c. Levels of review
- d. Time frames for reviewing the complaint

It is the responsibility of all employees, volunteers and contractors to have a working knowledge of the complaint resolution process, to convey this information to participants and appropriate stakeholders, and to cooperate with the processing of complaints. The complaint and resolution procedures can be found in the Client/Program Participant Orientation Package. It is reviewed with all clients/program participants upon intake.

Complaints will be addressed by the Society in a timely and respectful manner. The complainant will be notified in writing, when the steps indicate, as to the action taken to address the complaint.

It is the responsibility of Executive Director to track and respond to any trends identified through the complaint resolution process. All complaints will be documented and reviewed annually to determine trends and identify performance improvement needs.

It is the responsibility of the Executive Director to report to the Board annually on the number, type and disposition of complaints received.

At any time in the following procedure, an advocate or other assistance is available for clients and program participants.



PROCEDURE:

Step 1: A complaint can be made by providing verbal or written notification of the complaint to the Society employee who is working directly with the client/program participant. The employee who receives the complaint will attempt to resolve the issue with the person involved within three (3) working days. If the complainant does not feel comfortable bringing the issue forward to the employee, they may skip this step and go directly to step 2.

Step 2: If the complainant is not satisfied with the outcome, a written concern can be forwarded to the appropriate Program Manager for review. The Program Manager will respond to the concern within three (3) working days. Written notification can be by mail or email. The contact addresses are provided in the orientation package.

Step 3: If the complainant is not satisfied with the response given by the Program Manager, they can send the complaint in writing to the Executive Director. The Executive Director will respond to the complaint within fourteen (14) business days. Written notification can be by mail or email. Contact addresses are provided in the orientation package.

Step 4: If the complaint cannot be resolved with the Executive Director, it should be forwarded to the Chair of the Board of Directors in writing. The Chair of the Board of Directors will respond to the complaint within thirty (30) days of receipt. Written notification must be by mail.

Step 5: If complainants are still not satisfied with the results of a complaint, they may take up further action with the office of the British Columbia Ombudsman.

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