

Standard A14: Complaints Policy

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Date Issued:	September 18, 2017
Date Last Approved :	October 11, 2017
Date to be reviewed:	October 2019
Key Contact Regarding Policy:	Executive Director

Definitions:

Complaint: A complaint is a statement/expression of dissatisfaction about the practices of the Foundation in terms of fundraising, staff interaction, or lack of action/type of action taken by the Cobequid Health Centre Foundation as an organization or a volunteer/staff acting on behalf of the Foundation.

Complainant: The person who filed a complaint.

Distribution: Cobequid Health Centre Foundation Board of Directors, Staff, Volunteers & Public.

Preamble: The following policy outlines the procedures applied to complaints received by Cobequid Health Centre about our activities, programs, staff or volunteers. It also outline how we manage misdirected complaints.

Policy: This policy contains the guiding principles to handle all the complaints received by the Cobequid Health Centre Foundation. This policy also helps identify the types of complaints, and procedures to handle and document the complaint.

Procedures:

1. Guiding Principles:

- 1.1. It is in the interest of all stakeholders that complaints are dealt promptly and resolved as soon as possible.
- 1.2. Review of the complaints is fair, impartial and respectful to all the stakeholders.
- 1.3. The complaints should to be addressed to the Executive Director.
- 1.4. The employee of the Foundation handling the complaint should provide clear understanding of the process to the complainant.
- 1.5. Complainants are contacted to assure understanding of the resolution.
- 1.6. Complaints are used to improvise the practices used by the Foundation.

2. Types of Complaints:

A complaint is a statement/expression of dissatisfaction about the type of practices of the Foundation in terms of fundraising, staff interaction, lack of action/type of action taken by the Cobequid Health Centre Foundation as an organization or a volunteer/staff/member of Board of Directors acting on behalf of the Foundation.

Examples of Complaints include but are not limited to:

- 2.1. Fundraising practices of the Foundation.
- 2.2. Disagreement expressed by our donors.
- 2.3. Perceived failure to do something agreed upon.
- 2.4. Failure to observe policy or procedures.
- 2.5. Mistakes made by staff or volunteer.
- 2.6. Unfair/discourteous action taken by staff/volunteer/stakeholder representing the Foundation.
- 2.7. Donors not receiving tax receipts.
- 2.8. Donors wanted recognition outside of established framework or timeframe.
- 2.9. Personal complaints from external stakeholders
- 2.10. Misdirected complaints
- 2.11. Cost of fundraising events/tickets
- 2.12. Equipment funded.

3. Complaint Receipt and Handling:

A complaint may be made to a Volunteer, the Events Coordinator, and the Office Administrator or directly to the Executive Director of the Cobequid Health Centre Foundation. The complaints can be made over phone or in person at the Foundations office located at 40 Freer Lane, Room 2203, Lower Sackville, Nova Scotia, B4C 0A2. The complaints can also be made in writing by mail, fax or email.

The employee or volunteer that receives a complaint should first determine the proper person to handle it, i.e. the person who will be directly related to the nature of the complaint.

Once an employee receives a complaint directed from a volunteer. That employee will then follow the complaint to resolution. The volunteer no longer is required to take any action to resolve the complaint. The employee may notify the volunteer of the resolution of the complaint if requested.

If the complaint is significantly important to the complainant, or to the functioning of the Foundation, it will be mandatory for the complainant to make the complaint in writing/ or to fill in the form themselves.

It is the duty of the receiver of the complaint to resolve it or transfer it to the person who can resolve it, once the complaint is transfer the recipient must acknowledge to the transferor that he/she has received it and will act on it. Basic contact information of the complainant (name, email, phone number) must be recorded.

It is the duty of the person who is resolving the complaint, that he/she informs the complainant about the status of the complaint and to assure the complainant that their complaint will be acted upon and that it will be resolved within a timeframe (if determinable). A **Complaint Intake Worksheet** is used by the person handling the complaint, for effective and quick resolution.

In circumstances, where a misdirected complaint (for example: a complaint regarding the practices of the Health Center, Community Health Board or the Health Authority) is received, it is the duty of the person in charge to transfer/direct the complaint to the concerned to Director of Health Services for Action. In the case of a complaint involving a donor, the Foundation will follow up with the Director of Health Service to ensure resolution.

4. Resolving the Complaint:

Every effort should be made to resolve a complaint received by the staff or volunteer of the Cobequid Health Centre Foundation in a timely fashion. In situations when a complaint is made verbally, the receiver should patiently listen to the complainant and may attempt to resolve it immediately. Complaints made in writing must be entertained within 2 business days and an attempt to resolve it must be made within 7 business days.

In situations when the Executive Director of the Foundation cannot resolve the complaints on his/her sole judgement, Chair of the Board of Directors will be contacted and his/her input before coming to a resolution.

5. Documenting a Complaint:

The Cobequid Health Centre Foundation records complaints received on a **Complaint Intake Worksheet** and in the note field in our Raisers Edge Program.

Complaints involving dispute over money as well as any complaint that makes a substantial change in the day-to-day operations of the Foundation are recorded by the Executive Director as well as a written record of the complaint must be filed by the complainant for a resolution.

Complaints are not typically reviewed at the Board of Directors meetings. However, sensitive or concerning complaints are brought to the Executive Committee or reviewed and discussed with the Chair of Directors by the Executive Director at his/her discretion.

<p><u>Office Use Only</u></p> <p>Complaint # _____</p> <p>Resolved: Y N</p>
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Complaint Intake Worksheet

Name of the complainant: _____ or Anonymous

Date Complaint was filed: _____

Description of Complaint:

- Individual Service
 Monetary Handling
 Organizational
 Other

Details of the Complaint:

Received the Complaint: _____ Prepared Resolution: _____

Section below to be completed by the handler of the complaint

Planned steps taken to resolve the complaint:

1. _____
2. _____
3. _____
4. _____
5. _____

Expected timeframe for resolution: _____ to _____

Actual time for Resolution: _____ to _____

Description of the Final Resolution: _____

Raisers Edge Account updated/created (where complainant's name is known)

Upon completion please forward the form (electronically to the Executive Director)