

## Standard A14: Complaints Policy

<b>Policy Number:</b>	<b>CF-01-0014</b>
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<b>Date Last Approved :</b>	<b>January 27, 2021</b>
<b>Date last reviewed:</b>	<b>January 21, 2021</b>
<b>Date to be reviewed:</b>	<b>January 2024</b>
<b>Status:</b>	<b>Every three years</b>
<b>Key Contact Regarding Policy:</b>	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 improve 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. Failure or 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 any volunteer or staff member or directly to the Executive Director of the Cobequid Health Centre Foundation. Complaints can be made over phone, by email, letter or in person at the Foundations office located at 2203 - 40 Freer Lane, Lower Sackville, Nova Scotia, B4C 0A2. It is mandatory that significant complaints are made in writing.

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, it is their responsibility to bring to a resolution. The volunteer no longer is required to take any action. However, the volunteer may be notified of the resolution.

The person receiving the complaint must resolve it or transfer it to the person who can. The complainant is notified this transfer has taken place. Basic contact information of the complainant (name, email, phone number) must be recorded.

The person working to resolve the complaint will update and communicate regularly with the complainant and provide a resolution 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, they will be promptly brought to the Director of Health Services for Action. In the case of a complaint involving a donor, the Foundation continue to follow up and be notified of the resolution.

#### **4. Resolving the Complaint:**

Every effort should be made to resolve a complaint received 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 their sole judgement, Chair of the Board of Directors will be contacted and their 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 disputes 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. 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 their discretion. A table of complaints received is included in the Executive Directors Report to the Board of Directors (usually 5-6 times a year).

<p><b><u>Office Use Only</u></b></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)***