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| Policy Name | ****B-310 Complaints**** | | |
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| Section | Board Policies | Revised |  |
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| Created By | Board Committee | Scheduled Review Date | October 25, 2021 |

## 1.00 COMPLAINTS POLICY STATEMENTS

**1.01 Complaints to the Board**

1.01.1 The Board shall deal with complaints directed to the Board promptly and resolve them as quickly as possible.

1.01.2 The Board shall ensure that the review of complaints is fair, impartial and respectful to all parties.

1.01.3 The Board Chair may opt to call a meeting or form a committee to address the complaint.

**1.02 Complaints to Hearthstone**

1.02.1 The Board shall delegate the responsibility to respond to complaints to the General Manager.

1.02.2 The General Manager shall deal with complaints promptly and resolve them as quickly as possible.

1.02.3 The General Manager shall ensure that the review of complaints is fair, impartial and respectful to all parties.

1.02.4 Complainants shall be advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.

1.02.5 Complainants shall be provided clear and understandable reasons for decisions relating to complaints.

1.02.6 Information from complaints shall be used to assist in improving services, policies and procedures.

## 2.0 DEFINITIONS

2.01A complaint is an expression of dissatisfaction about the service, actions, or lack of action by HCG as an organization or a staff member or volunteer acting on behalf of HCG. Examples include but are not limited to:

1. perceived failure to do something agreed upon
2. failure to observe policy or procedures
3. error made by a staff member/volunteer
4. unfair or discourteous actions/statements by staff member/volunteer

2.02 A Complainant is the person(s) affected by the complaint situation or their advocate.

## 3.0 COMPLAINT RECEIPT AND HANDLING

3.01 A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email).

3.02 An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

3.03 The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another employee. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

## 4.0 RESOLVING THE COMPLAINT

4.01 Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and shall attempt to resolve it immediately.

4.02 Complaints received in writing shall be acknowledged within 2 business days and staff shall attempt to resolve the matter within 10 business days.

4.03 Where a complaint cannot be easily resolved, it shall be escalated to the General Manager. If the General Manager cannot resolve the complaint, it shall be escalated to the Board. If the complaint is in regard to the General Manager, it shall be escalated to the Board.

4.04 All complaints escalated to the Board shall be submitted in writing.

## 5.0 DOCUMENTING THE COMPLAINT

5.01 HCG shall keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received).

5.02 Information about such complaints shall be documented. Information recorded includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

5.03 A summary of the complaints received shall be reported to the Board on the General Managers’ report at the next Board meeting after it occurred.

5.04 If a complaint has a potential to have an adverse effect to HCG, its’ individuals, Board, staff, partners, funders or the reputation of the organization or its’ stakeholders, the Board shall be informed within 24 hours.