



## Complaints Management

### **PREAMBLE**

Quadra Island Foundation is committed to its mission of making meaningful and lasting impacts in communities. We achieve our mission in a variety of ways, involving members of the community. Our work is based on our values; they are the essence of what we stand for and live by as an organization. Any actions we take are proportionate and reasonable. We behave in an open, honest, and transparent way. We take account of and value the diversity inherent in our communities. We listen to the perspectives and needs of donors, agencies, and communities, and respond in a way that is supportive and enabling. Although we hope that the service we provide to our stakeholders is well received, we acknowledge that there may be occasions when someone may object to how we conduct ourselves. Staff will view issues raised as an opportunity to receive information that may assist in the improvement of our services.

### **Definition:**

A complaint is the expressed dissatisfaction regarding the service, actions, or lack of action by foundation personnel (staff or volunteer) acting on behalf of the foundation. Examples include but are not limited to the perception of:

- Failure to implement or follow through on a commitment;
- Failure to observe policy; or
- Unfair or discourteous actions/statements.

### **Policy Statement:**

Complaints will be dealt with promptly by the appropriate level within the organization and be resolved as quickly as possible. The complaints review will be transparent, fair, impartial and

respectful of all parties involved in keeping with the organization's core principles. Complainants will be advised promptly of the final decision.

## **Receiving a Complaint:**

A complaint will be considered by the foundation when it is received verbally (phone or in-person) or in writing (mail, email). Complaints received in writing will be acknowledged within 2 business days. After acknowledging receipt of the complaint within 2 days, the response to a complaint should occur within a week from receipt of the complaint, with final review and response within 30 days of that date. To begin a review of the complaint, foundation staff will need the name and contact information of the complainant as well as a complete description of the facts and circumstances of the issue being raised and any suggested action or remedies to resolve the issue.

Under ideal circumstances, the complaint should be made directly to the foundation individual involved to try to quickly resolve the issue. If that individual is not known, or if the complainant does not feel comfortable directing the complaint to that individual, the complaint can be forwarded to (insert contact information) who will then determine the most appropriate staff member to handle the complaint. The complainant will be advised which staff member will respond and a timeline for action will be provided.

If the complaint relates to a volunteer committee member, the complaint will be referred to the staff liaison who provides direct support to that volunteer and copied to the chair of the Committee. If the complaint relates to a director on the Board of the foundation the complaint will be referred to the Executive Director and copied to the Board Chair. If there is no ED, the complaint will be referred to the Board Chair. Confidentiality will be respected throughout the complaints process.

## **Resolving the Complaint:**

Every effort will be made to resolve complaints quickly and to the satisfaction of both the complainant and the foundation. The staff member receiving the complaint may be able to resolve the complaint immediately; however, when a complaint cannot be easily resolved by the recipient of the staff member handling the complaint, it should be reviewed by the Executive Director (or Board Chair, if there is no ED). In situations where the complainant is not satisfied with the response or the proposed resolution from the Executive Director, the complaint

will be forwarded to the Board of Directors for review and advice if warranted. If the complaint is related to the Executive Director, the stakeholder may direct the complaint to the Board Chair.

### **Reporting of Complaint:**

Complaints will be documented and kept in a file separate from any file related to the stakeholder. The Executive Director will track and respond to trends identified through the complaint resolution process. The Executive Director will ensure that a quarterly review is done on any complaints received (including number and type) and an annual report, including number, type and disposition of complaints received will be made to the Quadra Island Foundation's Board.

### **Monitoring**

This policy will be reviewed every three years and receive an annual risk management report.