



# Christmas Bureau of Edmonton Complaints Policy

Governance Committee	October 1, 2020 June 11, 2014	October 2023	June 11, 2014
<i>Owner</i>	<i>Date of Board Meeting Approval</i>	<i>Review Date</i>	<i>Effective Date</i>

## 1.0 POLICY STATEMENT

The Christmas Bureau of Edmonton (hereafter referred to as Christmas Bureau) honors the right of those who use our service to communicate any concerns or issues regarding service delivery. The Christmas Bureau is responsible to respond to any concerns or issues appropriately, resolving issues in a timely, fair, respectful and consistent manner. We appreciate every opportunity to improve service to our stakeholders.

The Christmas Bureau commits to safeguarding the rights and dignity of people who use the Services, their families, and staff members in the implementation of this policy and procedures.

## 2.0 POLICY PRINCIPLES

**DEFINITION:** A complaint is an expression of dissatisfaction about the service, actions, or inactions by the Christmas Bureau as an organization or a staff member, volunteer or agent acting on behalf of the Christmas Bureau.

Examples of a complaint include but are not limited to:

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by a staff member/volunteer; or
- Unfair or discourteous actions/statements by a staff member/volunteer.

The Christmas Bureau recognises that people may have complaints about the services they receive. Complaints will be taken seriously, handled promptly, appropriately, and sensitively. The Christmas Bureau will facilitate those who may not have the capacity to articulate grievance or complaints, and complaints procedures will be readily accessible.

## 3.0 PROCESS

### Guiding Principles

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints is fair, impartial and respectful to all parties.
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants during review processes.
- Complaints are used to assist in improving services, policies and procedures.
- All complainants are required to be respectful, honest and kind in the complaint process.
- Christmas Bureau reserves the right to record any phone calls or conversations regarding complaints.

### Complaint Receipt and Handling

- A complaint may be received verbally (by phone or in person) or in writing (by mail, email).
- Complaints received via a social media posts should be taken offline and managed in via email or a phone call if appropriate.
- Anyone wishing to express a concern or complaint, is asked to provide the Christmas Bureau with:
  - Contact information (not mandatory)
  - Date, time of incident and summary of complaint so that the concern/complaint can be fully investigated and follow up can be provided to the individual/organization.
- Every effort shall be made to resolve complaints received in a timely manner. Initial investigations and responses will be completed within ten (10) business days.
- A staff member or volunteer who receives a complaint will 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.
- 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 staff member.
- 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.
- Any complainant may wish to escalate a complaint or inquiry about the service, actions, or inactions of the Christmas Bureau to the Christmas Bureau's Complaints Officer (Executive Director) for direction and response.
- Complainants should be kept informed of the status of their complaint.

### Resolving the Complaint

- Where a complaint cannot be easily resolved, it should be escalated to the relevant supervisor.
- If they cannot resolve the complaint, it will be escalated to the Executive Director.
- If the complainant wishes to appeal the decision of the Executive Director, they may do so to the Chair of the Board of Directors of the Christmas Bureau. The decision of the Chair of the Board of Directors is final.
- If the complaint is about the Executive Director, it will be handled by the Chair of the Board of Directors and the Human Resource Committee whose decision shall be viewed as final.
- If the complaint is about a Board Director, it will be handled by the Chair of the Board of Directors. The Chair's decision shall be viewed as final.
- If the complaint is about the Chair of the Board of Directors of the Christmas Bureau, not pursuant to a complaint as described above where the decision of the Chair of the Board of Directors is final, the complaint shall be addressed by a quorum of the Board of Directors. The decision of this quorum of the Board of Directors shall be viewed as final.
- Complainants will be kept informed of the status of their complaint.

- The Christmas Bureau will make every attempt to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

#### Documenting the Complaint

- The Christmas Bureau will keep a record of information on all complaints received.
- Information includes a description of the complaint, the person who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution and any follow up required.
- A summary of complaints is provided annually to the Board of Directors for their awareness of the nature and number of complaints received by the Christmas Bureau of Edmonton.

## 4.0 RESPONSIBILITIES

The Executive Director has been designated as the Complaint Officer for the Christmas Bureau of Edmonton and is responsible for the dissemination of this policy and associated procedures to staff and volunteers.

All staff are responsible for the implementation of the policy and associated procedures.

The Governance and Strategic Planning Committee is responsible for the development, overseeing and review of the Christmas Bureau's complaint policy ensuring that all legislation and best practises are adhered to.

The Board of Directors is responsible for the approval and oversight of the complaints policy and annual complaint summary and implementation plan as required.