



Policy:	Complaints
Policy Section:	Service Delivery
Policy Number:	
Applies to:	Board, Employees and Volunteers, Clients

Purpose

This policy is intended to provide process and guidance regarding reporting complaints. Leeds and Grenville Interval House (LGIH) believes in providing high-quality service to those working with or accessing the services of the Agency.

Policy

LGIH is committed to the monitoring, addressing, and outcomes tracking of all community concerns in a timely and efficient manner utilizing the procedures outlined in this policy. All written complaints will be kept in the appropriate file located in the Executive Director's office.

All clients will be made aware of LGIH's complaints policy by being provided with a handout.

Definitions

Complaint – An expression of dissatisfaction regarding something that is unfair, unacceptable or otherwise not up to satisfactory standards.

High-Risk Complaint – A complaint that involves criminal actions, health and safety risks, the violation of rights of an individual or group of people, or that may affect funding sources or the reputation of the agency.

Procedures

Complaints Concerning Staff or Services

1. Verbal Complaints
 - a. A verbal complaint concerning staff, volunteers, and/or LGIH will be referred to the Executive Director or designate.
 - b. The Executive Director or designate will request a written version of the complaint and will further investigate the complaint by interviewing the complainant and respondent (if applicable).

- c. The Executive Director will provide the complainant and respondent (if applicable) with an update of any findings and recommendations and will keep a written record of the complaint and any resolutions.
2. Written Complaints
 - a. A written complaint concerning staff, volunteers, and/or LGIH will be referred to the Executive Director or designate.
 - b. The Executive Director or designate will further investigate the complaint and interview the complainant, respondent (if applicable), and any witnesses.
 - c. The Executive Director will provide the complainant and respondent (if applicable) with an update of any findings and recommendations and will keep a written record of the complaint and any resolutions.
 - d. The Executive Director or designate may seek the services of a third party to conduct the investigation as appropriate.
3. Unresolved Complaint
 - a. If a complaint cannot be resolved to the satisfaction of all parties, it will be presented in writing to the Board of Directors by the Executive Director or designate, provided that the complaint is not about the Executive Director.
 - b. The Board of Directors will address the issue, utilizing community resources if necessary.

High risk Complaints:

1. High-risk complaints will be referred immediately to the Executive Director or designate.
2. The Executive Director will inform the Board Chair and the MCCSS Program Supervisor if necessary.
3. The Executive Director or designate will investigate all allegations, interview the complainant and relevant respondents, and any witnesses.
4. The Executive Director or designate will address the issue, using a third party investigator or other community resources if necessary.
5. The Executive Director or designate will keep a written record of the complaint and any resolutions.

Complaints Concerning the Executive Director:

1. A Complaint concerning the Executive Director will be referred to the Board Chair, who will request a written version of the complaint. The Board Chair will further investigate the complaint and interview the complainant, Executive Director and any witnesses. The Board Chair may seek the services of a third party to conduct the investigation. The Board Chair will advise the complainant and the Executive Director, as well as the Board of Directors, of any findings and recommendations, and will keep a written anecdotal record of the complaint and how it was resolved.

Complaints Concerning a Board Member:

2. A Complaint concerning a Board Member will be presented in writing to the Board Chair by the Executive Director or designate.
 - a. The Board Chair will meet with the Board Members concerning the complaint.

Approved by the Board of Directors / Date of Approval: February 18, 2025

3. In the event the complaint concerns the Board Chair, the Vice-Chair will be forwarded the written complaint by the Executive Director or designate.
 - a. The Chair/Vice-Chair will inform the Board of Directors how this situation was resolved.

Monitoring and Outcomes Tracking:

1. The Executive Director will conduct ongoing monitoring of complaints to identify trends and areas for improvement, including but not limited to:
 - a. How quickly complaints are being resolved
 - b. Themes in multiple complaints that require further addressing
 - c. Efficiency and effectiveness of the complaint process
2. The Executive Director will conduct follow-up meetings with individuals involved in a complaint, when appropriate, within sixty (60) days of the complaint's resolution to measure outcomes and take any further action required.

References:

- Code of Ethics and Conduct - Staff (Section _____)
- Code of Ethics and Conduct - Board (Section _____)
- Client Rights and Responsibilities and Complaints Process handout