

Boys and Girls Club of Ottawa

Complaint Policy

Purpose

The Boys and Girls Club of Ottawa (BGCO) is committed to providing excellent service. We recognize that from time to time there may be concerns or complaints and that our stakeholders have the right to raise such complaints or concerns and that they need avenues to do so.

We are committed to:

- addressing complaints in a timely, fair, respectful and accountable manner;
- providing an opportunity to explain the problem, providing prompt action and ongoing follow-up until the issue is resolved; and
- ensuring the process is accessible and open.

This policy sets out the process for addressing concerns or complaints that may be about the Club's services, programs, staff members, fundraising, donor relations, volunteer relations or communications.

Procedure

Process for concerns or complaints

1. Individuals with a complaint or concern are encouraged to talk with the employee who is most connected with the concern/situation. The relevant employee can be found by calling BGCO's main office (613-232-0925). Concerns or complaints will be directed to the appropriate person.
2. The relevant employee will document the concern or complaint, including name and contact information, date, a description of the complaint or concern, process for resolution and the final resolution or decision. This information will be recorded on the complaints form which is to be used by all staff. This form can be found on the shared drive under Forms. Through this transparent process, the goal is to have concerns or complaints addressed to the individual's satisfaction. The individual with the issue will be kept informed if there are more steps required. Once the complaint form is complete, it is to be sent to the appropriate Manager to be reviewed and signed. Managers will keep these completed forms in a secure location and as well, a scanned copy will be placed in a secure location in the Directors' area of the shared drive.
3. If the complaint is not resolved or if the individual is not comfortable discussing the issue with the relevant employee, the Manager of the employee will be informed.
4. If the employee is not able to resolve the complaint to the satisfaction of all parties, concerns will be referred to the Manager of the department. The individual with the issue will be kept informed at each step.

5. The Manager may choose to bring the complaint forward to the Senior Manager or Director for review and advice.
6. If required, the Executive Director will be informed and will determine appropriate action or recommendations. If necessary, the complaint can be presented to the Board of Directors for resolution. The decision of the Board will be final and binding.

Guidelines for Resolution of Concern or Complaint

1. Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a concern or complaint in good faith.
2. The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Final resolution of the complaint should not take longer than 30 days.
3. It is the responsibility of all employees to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
4. Senior management will track trends identified through the complaint resolution process and annually review the number, type and resolution of the complaints received. This information will be disseminated to the Board of Director as appropriate.