

COMPLAINTS POLICY & PROCEDURE

POLICY

BBBSCB is committed to responding promptly to a complaint and making every reasonable effort to investigate as soon as possible. A complaint by staff, board member, volunteer, donor, or external stakeholder will be addressed in an ethical and courteous manner.

BBBSCB will:

- Make every effort to resolve the complaint promptly
- Advise complainants of their options to refer their complaint to a more senior staff person if they are dissatisfied with treatment or outcome
- Provide updates to complainants during review processes
- Provide complainants clear and understandable reasons for decisions related to complaints
- Use complaints to assist in improving services, policies, and procedures

Big Brothers Big Sisters of Cape Breton (“BBBSCB”) defines a complaint as any concern pertaining to our business that is put forward by staff, board member, volunteer, donor or external stakeholder (by telephone, mail, email etc.), that concerns a dissatisfaction or a serious concern. Examples of complaints include but are not limited to:

1. Perceived failure to do something agreed upon
2. Failure to observe policy or procedures
3. Unfair or discourteous actions/statements by a staff member/volunteer
4. Perceived inappropriate behaviour by a staff member/mentor/volunteer
5. Perceived misuse of equipment or property on the part of anyone associated with BBBS Perceived wrong doing regarding the handling or use of cash, donations, gifts in kind, tax receipting, solicitation issues, fraud, non-compliance with CRA Anyone personally affected can file a complaint and their complaint will be reviewed in accordance with procedure.
6. Anyone personally affected can file a complaint and their complaint will be reviewed in accordance with the following procedure.

PROCEDURE

1. When a complaint is received, the receiver of the complaint will record the complainant's information, including name, phone number, email address, context of the complaint, and date of contact.
2. Complaints received in writing shall be acknowledged within 48 hours, and staff shall attempt to resolve the matter within ten (10) business days. The receiver of the complaint, if appropriate, will work to resolve the complaint immediately.
3. The receiver of the complaint will listen, record all facts, and seek to understand the complainant.
4. If the receiver of the complaint is unable to resolve the complaint, they may transfer the complainant to an individual that holds the primary relationship, responsibility, or specific knowledge in the area of concern.
5. If the complaint is transferred, the recipient of the transfer must acknowledge receipt of the complaint and their intent to act upon it within 24 hours. If this individual cannot resolve the complaint, the issue is to be referred to and handled by the Executive Director.
6. The individual who initially received the complaint will notify the complainant that their complaint has been transferred to a more suitable individual and provide that person's name and contact details to the complainant.
7. If the complaint is about the Executive Director, it will be referred to the Board President
8. Complainants are to be kept informed of the status of their complaint. Every attempt should be made to resolve complaints within 10 business days to a maximum of one month from the original date of receipt.
9. It is necessary to keep a record of any complaint that is made involving the dispute over money, or financial transaction, as well as any complaint that cannot be resolved on the same day in which it is received. This record will be made using the Complaints File. A copy of the Complaints File is to be kept in the BBSCB office by the Executive Director. The Complaints file will provide a summary of the complaints received.
10. The board of directors are informed at the monthly board meeting of a complaint and the nature of the complaint.

Making a complaint **not in good faith** will be viewed as a serious offence, and may be subject to disciplinary action up to and including termination of employment, and/or the severing of the relationship with a Board member, supplier, or other stakeholder.