



# Complaints Process

Last Revised | March 2019

Created | July 2017



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## Complaints Process

### Intent

The YMCA of Northeastern Ontario is committed to providing excellent programs and services. We recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such complaints or concerns, and that they need avenues to do so. This policy is intended to ensure that complaints received from members of the public about YMCA services and programs are dealt with promptly, consistently, and fairly. The YMCA recognizes that when a person has a complaint about the YMCA, the way in which his/her complaint is handled is critical to the person's ongoing relationship with the organization.

### Scope

This policy and procedure applies to all complaints received from members of the public about our activities, programs, services, staff, or volunteers. This policy serves as a companion to the organization's Whistleblower Policy. This policy does not apply to employees or volunteers, as there is a Conflict Resolution Policy available in the Human Resources Policies and Procedures to address concerns or complaints they may raise.

### 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.

### Definition

Complaints are defined as an expression of dissatisfaction with regard to a service/program, an action or a decision taken by the YMCA, or the way in which YMCA employees or volunteers carry out their duties. Complaints typically arise when a person believes:

- The YMCA has failed to do something agreed upon or expected
- A YMCA policy or procedure has not been followed
- A YMCA policy or procedure is unfair or inadequate
- An error has been made
- YMCA employees or volunteers acted in a wrongful way

A complaint is distinct from an inquiry, feedback, or a suggestion.



## Procedure

### Informal Complaint

If you have a complaint or concern, you are encouraged to discuss the matter with the staff who is most connected to the concern/situation, either in person, by phone, or by email. If your complaint is not resolved or if you are uncomfortable discussing the issue with the relevant person, you can inform the supervisor, manager, or General Manager for the program or service. This informal process can be used to resolve many inquiries or matters of simple error that can be corrected to your satisfaction.

Every effort will be made to resolve complaints in a timely manner. If follow-up is required, basic contact information including name, phone number, and email address will be required.

If the matter is not resolved at this stage, you have the opportunity to make a formal complaint.

### Formal Complaint

If you have been unable to resolve your concern through the informal process, a formal complaint may be made in writing (by mail or email) addressed to:

YMCA Support

YMCA of Northeastern Ontario, 140 Durham Street, Sudbury, Ontario, P3E 3M7

705-674-8315, ext. 2127

[admin2@ymcaneo.ca](mailto:admin2@ymcaneo.ca)

If you require accommodation to register the complaint please contact the Support team.

Please provide your current contact information, as the YMCA may contact you for more information regarding your registered complaint. The YMCA will not respond to anonymous complaints.

### Process

The YMCA will confirm receipt of your registered complaint within two (2) business days.

The YMCA aims to resolve complaints within ten (10) business days. If this timeline cannot be met, you will be informed. Once the complaint is resolved you will be provided with the decision and rationale regarding your registered complaint.

### Appeals

If you are not satisfied, you may submit a written appeal to the President-and-CEO or Designate within ten (10) business days of the receipt of the communication. A decision on your appeal will be provided to you within ten (10) business days of receiving your appeal.

### Complaints about President-and-CEO

If you have a complaint about the President-and-CEO, or a decision made by the President-and-CEO, you may submit a written appeal to the Chair of the Board of Directors or their designate. The Chair of the Board or their designate will review the information and provide a decision with rationale within ten (10) business days; this decision is considered final.

### Confidentiality

The YMCA will make every effort to ensure confidentiality is maintained throughout the process.

In programs that receive funding, details of the complaint and complainant may need to be shared with the funders, as per funder guidelines.

### Records

Formal complaints and resolutions will be recorded on the Complaint Recording Form and reviewed by the Vice President for the program or service. Information recorded includes a description of the complaint, who handled it, timeframe, and a description of the resolution. A summary of formal complaints received including number and type will be reported to the YMCA's Board of Directors at least annually.

### Diagram of Overall Process

