



<b>SUBJECT:</b>	<b>COMPLAINT POLICY</b>
<b>SECTION:</b>	<b>Operations</b>
<b>DATE POLICY ISSUED:</b>	<b>October 2021</b>
<b>DATE POLICY REVIEWED:</b>	<b>November 2021</b>
<b>APPLIES TO:</b>	<b>Board of Directors, All Staff Persons, All Volunteers</b>

## OBJECTIVE

The purpose of the Complaint Policy is to set out a policy in the event a complaint is received by The Downtown Mission. This policy sets out guidelines for due diligence in acceptance and handling of any complaints made by anyone about The Mission.

## INTRODUCTION

Anyone personally affected can complain and their complaint will be reviewed promptly: respectfully and accountably. Anyone wishing to make a complaint will do so on the "Contact" Page of The Mission's Website – [www.downtownmission.com](http://www.downtownmission.com). The Mission's Complaint Policy can also be found on the "Home" Page of The Mission's website so all will know how to make a complaint should they want to.

## PROCEDURE

All complaints will be forwarded directly to the Executive Assistant who will forward to the appropriate Director and copy the Executive Director.

The Director will handle as required within their Department and contact the Complainant within 14 days of receiving the Complaint. The Director will forward resolutions/follow-ups to the Executive Assistant for filing. The Director will notify the Complainant that the complaint was resolved as it was resolved or will notify them that it has been elevated to the Executive Director's attention.

Where the Director cannot resolve the issue on their own, they will ask the Executive Director for assistance with the matter.

## COMPLAINT RESOLUTION AND APPEAL

When a proposed resolution isn't satisfactory to the complainant or cannot be resolved for whatever reason, the Complainant has the right to appeal. This would be extremely rare. The appeal must be made to the Executive Director or Board Chair if the complaint concerns the ED. The Board Chair can be emailed at [dtmboard@downtownmission.com](mailto:dtmboard@downtownmission.com).

The appeal must be received by email within 10 business days of the Complainant having received the proposed solution. The appeal must explain why the proposed resolution is unsatisfactory to the Complainant, as well as a full description of the resolution being sought.

The ED/or designate, will conduct interviews with all parties involved in the dispute, collect any or all documents collected or deemed pertinent to the complaint, and consult with outside legal or other counsel that may be helpful to resolving the dispute if required. A formal (written) response will be made on the appeal within twenty business days of it being received, and it will be sent by registered mail to the complainant and the person or persons who are the subject of the complaint and appeal.

Where the proposed solution to the appeal is acceptable to the Complainant and all parties involved in the dispute (Complainant, Subject of complaint, Person handling appeal), they will sign an agreement acknowledging same. This document will be filed by the Executive Assistant in the Organization's Files online.

Where the proposed solution to the appeal is not acceptable to the Complainant, then the matter will be considered to have reached an impasse and cannot be resolved internally. If this situation arises, then the Complainant will be advised to seek relief through outside agencies or legal counsel.

#### DOCUMENTING THE COMPLAINT

It is necessary to keep a record of all complaints. Information about all Formal Complaints must be recorded in the Complaints Log by the Executive Assistant within 3 days of receiving the Complaint. This Log will be filed in the Organization's Shared Drive in the Complaints Folder.

Information recorded on the Complaint Log will include: the date complaint was received, the subject of the complaint, a description of the complaint, who handled it, what was done to resolve the complaint, a description of the resolution, and whether the proposed resolution was accepted or not. In the event that the proposed resolution wasn't accepted, then the complainant must be advised of the complaints process and provided with a complaints form. This must also be recorded and acknowledged with a signature by the complainant and the person handling the initial complaint.

#### REPORTING OF COMPLAINTS

The Executive Director will report on Complaints to the Board for review quarterly and will include resolutions/follow-ups.