

YMCAs across Southwestern Ontario POLICY			
<b>Function:</b>	Governance	<b>Policy #:</b>	GV 03.09
<b>Section:</b>	General Management	<b>Status:</b>	Published
<b>Subject:</b>	<b>Complaints Policy for Members of the Public</b>	<b>Status Date:</b>	2014-10-25
<b>Issued to:</b>	All manual holdes	<b>Effective Date:</b>	2014-10-27
<b>Approved by:</b>	Chief Executive Officer	<b>Next Review Date:</b>	2016-10-31

**1.0 POLICY**

- 1.01 The Association is committed to providing excellent service and values input and feedback.
- 1.02 It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible. Complaints shall be directed to the manager most directly related to the type of complaint, function and location.
- 1.03 Complaints shall be reviewed in a manner that is fair, impartial and respectful to all parties. The handling of the complaint and resolution of the underlying issue shall reflect YMCA values.
- 1.04 Complainants shall be advised of their options to escalate complaints to a more senior staff person if they are dissatisfied with treatment or outcome and shall be provided with updates during the review process.
- 1.05 Complainants shall be provided with clear and understandable reasons for decisions relating to complaints.
- 1.06 Complaints shall be used to assist in improving services, policies and procedures.
- 1.07 The Association will not respond to complaints which are not directly related to our operations, which are abusive, prejudiced or offensive, or are illegible, incoherent or anonymous.
- 1.08 This complaints policy shall be available on our website to aid in transparency in the way complaints are handled.

**2.0 PURPOSE**

- 2.01 The purpose of this policy is to ensure that complaints received from members of the public are dealt with promptly, consistently, fairly, and respectfully. This is intended to reflect excellent customer service as defined by SAM 2.0 and reflect accountability and transparency in dealing with complaints.

**3.0 SCOPE**

- 3.01 This policy applies to all complaints received from members of the public (including donors, prospective donors, program participants and community members) and to all employees and volunteers.
- 3.02 This policy does not apply to complaints raised by individuals in their capacity as employees or volunteers of the association or to Incidents.

#### 4.0 RESPONSIBILITY

- 4.01 All employees and volunteers are responsible for receiving complaints in a respectful manner and for applying this policy to ensure a prompt response.
- 4.02 Management staff are responsible for responding to complaints not addressed immediately by front line staff or volunteers and for applying this policy to ensure a prompt and respectful response.
- 4.03 The CEO is responsible for ensuring that formal complaints are logged, tracked and addressed in compliance with this policy as well as delivering a summary report of all formal complaints to the Board on a regular basis.

#### 5.0 DEFINITIONS

- 5.01 **“Complaint”** means any expression of dissatisfaction by a member of the public about the service, actions, or lack of action by the association as an organization or a staff member or volunteer acting on behalf of the association. A complaint may include a perceived failure to do something agreed upon, a failure to observe policy or procedures, an error made by staff, or unfair or discourteous actions or statements made by staff. Occurrences which meet the definition of an Incident must be handled in accordance with SPP RM 1.01 Incident Reporting. A complaint is distinct from an inquiry, feedback, or a suggestion.
- 5.02 **“Formal Complaint”** means a Complaint which has been documented in writing by the complainant and which includes the name and contact information of the complainant and sufficient detail in order to initiate an investigation.
- 5.03 **“Informal Complaint”** means a Complaint which is received verbally or otherwise does not meet the definition of a Formal Complaint.
- 5.04 **“Type of Complaint”** means a category including: program, service, donor relations, volunteer relations, communications.
- 5.04 **“Incident”** means an unplanned event that can result in harm or damage.
- 5.05 **“YMCA Values”** means the values of the Association: Caring, Honesty, Inclusiveness, Respect, Responsibility.
- 5.06 **“SAM 2.0”** means YMCA Canada’s Serving All Members customer service standards which apply to all programs and operations of the Association.

**6.0 REFERENCES AND RELATED STATEMENTS OF POLICY**

Type	Reference
Law, regulation, governing document	
Other external reference	Imagine Canada Standard A14. Complaints SAM 2.0
Policy	
Process	To be documented

**7.0 APPLICATION**

None

**8.0 ATTACHMENTS**

None