

Guiding Principles

Children's Health Foundation recognizes that complaints assist us to improve our practices and procedures. We are committed to listening to and investigating complaints using the following guidelines:

- 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.
- All complaints must be reported to the staff person's immediate supervisor and submitted to and recorded by the Executive Assistant in the Raiser's Edge Database.

Definition

A complaint is an expression (verbal or written) of dissatisfaction about the service, actions, or lack of action by Children's Health Foundation as an organization or a staff member or volunteer acting on behalf of Children's Health Foundation. Complaints may come from various places including the general public, donors, participants, patients, clients, healthcare partners and/or volunteers. Employees wishing to make a complaint should see the appropriate Human Resources policies.

Complaints may include but are not limited to:

- Belief that funds have not been appropriately spent;
- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by a staff member/volunteer; or
- Unfair or discourteous actions and/or statements by staff member/volunteer.

Ordinary requests that should not be taken as a complaint by the Foundation, may include:

- requests concerning limit of the frequency of solicitations;
- requests concerning not being solicited by telephone or other technology;
- requests concerning receiving printed Foundation materials;
- requests concerning receiving a tax receipt for a donation.

Complaint Receipt and Handling

Many concerns or informal complaints can be resolved easily and quickly, often at the time they arise, by speaking with the immediate Foundation contact.

1. The Foundation employee/volunteer who receives a complaint should first determine if they are the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or escalate it to a more appropriate person who can resolve it.
2. If the complaint is escalated there must be acknowledgement that the complaint has been received and will be dealt with. A Complaints Form will help with recording the information.

COMPLAINTS POLICY & PROCEDURE

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3. The person who initially received the complaint should inform the complainant that the complaint has been received and how and whom it will be acted on. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.
4. If a complaint relates to a third-party event, the incident will be escalated, and appropriate measures will be taken as able and as per the Delegation of Authority Policy.
5. If a complaint relates to 'notifiable' or criminal behaviour, the incident will be escalated, and appropriate measures will be taken as per the Delegation of Authority Policy.
6. If the complaint is about the CEO, it will be escalated to the Chair of the Board of Directors.

Resolving the Complaint

Every effort will be made to resolve all complaints received in a timely fashion. In the spirit of continuous improvement, the Foundation will work diligently to fix problems, correct mistakes and address concerns.

When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately.

Written complaints will be acknowledged within two business days and staff will attempt to resolve the matter within ten business days.

If the complaint cannot easily be resolved, it will be escalated to the appropriate leader/supervisor. If the leader/supervisor cannot resolve the complaint, it will be escalated to the CEO.

Complainants will be kept informed of the status of their complaint. Every attempt will be made to resolve escalated complaints within an additional ten business days so that all complaints are resolved within a month of having been received.

At times when Foundation leadership may choose not to respond to a complaint. They may include:

- When someone unreasonably pursues a complaint that has already had a response. Complaints will be escalated, but it may be chosen not to continue to reply. Complainants will be informed of this decision.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complainant is illegible or incoherent.
- When a complaint has been made anonymously.

Documenting the Complaint

All complaints will be recorded in the Raiser's Edge database by the Executive Assistant. Information recorded includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

A summary of the complaints received, including number and type, is reported to the Children's Health Foundation's Board of Directors annually.

Review

The contents of, and compliance with, this policy at least every three years.

Appendix

Complaints Form
