



Formal Complaint Policy and Procedure

The Collingwood Neighbourhood House (CNH) **Formal Complaint policy and procedure** is a way for **clients, program participants, partner agencies, volunteers, or practicum students (non-staff)** to report concerns regarding CNH programs, policies, services, or staff, and work towards a resolution. The dedicated leadership team and front-line staff at CNH take stakeholders' complaints seriously and see them as an opportunity to grow and improve our practices.

Our commitment to you:

Sharing your concerns with us will not have any negative impact on the services you receive. We will work through your concerns respectfully, fairly, in detail and in a timely manner. We will use your preferred name and pronouns when addressing you. We will protect your personal information in our secure database.

If you want to communicate your concern, we suggest taking the following steps in registering a formal complaint and escalating your complaint if needed:

- **Prior to formal complaint:** Approach the individual(s) involved or responsible for the program or service and attempt to resolve the complaint.
- **Step 1 – Formal Complaint:** If your complaint remains unresolved, you may tell any CNH Receptionist you wish to make a formal complaint. They will give you a Formal Complaint Form to fill out and submit it to the appropriate program Manager. If you are unable to fill in the form or wish to express your concern verbally, the responsible Manager will contact you to fill out the form together. The Manager will call you to set up a call or meeting to attempt to resolve the complaint within ten (10) business days.
- **Step 2 – Escalating the Formal Complaint to the Director:** If your complaint remains unresolved after speaking to the Manager, the complaint will be escalated to the responsible Director. They will set up a meeting or call to attempt to resolve the complaint within ten (10) business days.
- **Step 3 – Escalating the Formal Complaint to the Executive Director:** If your complaint remains unresolved, it will be escalated to the Executive Director. The Executive Director will call you within ten (10) business days to attempt to resolve the complaint.
- **Step 4 – Escalating the Formal Complaint to the Board of Directors:** If your complaint remains unresolved, it will be escalated to the Board of Collingwood Neighbourhood House to attempt a resolution.

If the complaint involves a front-line staff, Manager, Director or Executive Director, the complaint will be escalated to the next level of management.

Complainants can ask for someone to help them in expressing concerns to CNH.

CNH Formal Complaint Form

This form is to be used to provide details regarding a complaint about a Collingwood Neighbourhood House program(s), staff member(s), policy(es), or service(s). Please provide as much detail as possible to ensure we have adequate information to review your concerns.

1. Contact Information for Person Filing the Complaint – *(please print or type)*

First Name _____ Last Name _____

Preferred Name _____ Pronouns _____

Contact Number (*indicate if number is home or mobile*) _____ Home Mobile

Address _____

E-mail Address _____

2. Information about Program and/or CNH Staff member involved– (if known)

First Name _____ Last Name _____

Department/Program name _____

E-mail Address _____

3. Details of Your Complaint

Location of the CNH program/service _____

Date and time of incident _____

Please describe the situation leading to the complaint, describing the events in the order that they happened, as clearly and precisely as possible. Please include the names/contact information of others who were present or who witnessed the event resulting in the complaint. If possible, please include documents (evidence) to support your complaint and provide any additional information you feel would be helpful.

Have you already raised this complaint with the individual? Yes No

If Yes, please explain what steps you have taken to resolve your complaint informally or formally with the staff member. Please include all relevant dates and describe the current status*.

**Attach a separate sheet if more space is required*

Have you communicated this complaint to any other party (agency or individual)? Yes No

If Yes, please share the following information:

Name of the individual _____

Name of agency _____

Date when the complaint was shared with this party _____

Phone number _____ E-mail address _____

Do we have permission to discuss this event with this party? Yes No

4. Addressing Complaints

- **How would you like your complaint to be addressed? Please put a tick beside one or more of the following options, or add an alternative resolution in the space provided below.**

- An interview or a meeting between yourself and the relevant staff
- An apology
- A review and/or update of the relevant policy or practice
- A refund of payment for services or goods
- Other (Please provide details):

5. Complainant Declaration

I declare to the best of my knowledge and beliefs that the information and documents I have provided are true and correct. I understand that CNH Management may disclose the information in this complaint to the CNH staff member(s) involved.

Complainant Signature: _____ Date: _____

Complainants can submit the completed form at feedback@cnh.bc.ca or in a sealed envelope delivered to Jenny Eng-Chan at Reception. If you send via email, please put "Formal Complaint" in the subject line.

Formal Complaints Procedure and Resolution – For Staff Use ONLY

Step 1 – Formal Complaint raised with Manager

Part 1 (Start this form when complaint is received)

Date Manager received complaint _____

Date of meeting with complainant _____

Meeting location (phone/in-person) _____

Who was present at this meeting? (include contact information if necessary)

Summary of discussion

What was asked for in terms of resolution to the complaint? Please refer to the options in the numeral 4 of the form 'Addressing Complaints'

What is the plan for resolving the complaint? (when/how/who etc.)

Part 2 (Complete within 10 business days of the meeting with complainant)

Was the complaint resolved within 10 business days? Yes No

If yes, how and when?

If no, what is the next step?

Staff Signature: _____ Date signed: _____

Step 2 – Formal Complaint raised with Director

Date Director received complaint _____

Date of meeting with complainant _____

Meeting location (phone/in-person) _____

Who was present at this meeting? (include contact information if necessary)

Summary of discussion

What was asked for in terms of resolution to the complaint? *Please refer to the options in the numeral 4 of the form 'Addressing Complaints'*

What is the plan for resolving the complaint? (when/how/who etc.)

Was the complaint resolved within 10 days of the escalation? Yes No

If yes, how and when?

If no, what is the next step?

Staff Signature: _____

Date signed: _____

Step 3 – Formal Complaint raised with Executive Director

Date Executive Director received complaint _____

Date of meeting with complainant _____

Meeting location (phone/in-person) _____

Who was present at this meeting? (include contact information if necessary)

Summary of discussion

What was asked for in terms of resolution to the complaint? *Please refer to the options in the numeral 4 of the form 'Addressing Complaints'*

What is the plan for resolving the complaint? (when/how/who etc.)

Was the complaint resolved within 10 days of the escalation? Yes No

If yes, how and when?

If no, what is the next step?

Staff Signature: _____

Date signed: _____

Step 4 – Formal Complaint raised with CNH Board

Date Board received complaint _____

Date of meeting with complainant _____

Meeting location (phone/in-person) _____

Who was present at this meeting? (include contact information if necessary)

Summary of discussion

What was asked for in terms of resolution to the complaint? *Please refer to the options in the numeral 4 of the form 'Addressing Complaints'*

What is the plan for resolving the complaint? (when/how/who etc.)

Was the complaint resolved?

Yes No

If yes, how and when?

If no, what is the next step?

Board Signature: _____ Date signed: _____

Filing procedure:

After the complaint is resolved at any level, please provide the completed form to the appropriate Director. Completed complaints forms will be saved by the Director in their respective department's Complaints folder on the CNH server (s:\Complaints). Each department folder will be restricted for privacy.

*Completed forms of complaints involving the **Executive Director** will be saved by the Operations Director in the s:\Complaints\Executive Director folder. The Board President will give the completed form to the Operations Director.*