

<b>Complaints Policy</b>			
<b>Date Created</b>	Sept 2023	<b>Date Reviewed</b>	
<b>Date Approved</b>	Sept 18, 2023	<b>Scheduled for Review</b>	Sept 2025
<b>Approved by</b>	Executive Director and Board of Directors		

**Purpose**

Chebucto Connections recognizes that there may be concerns or complaints that arise, that our stakeholders have the right to raise such complaints or concerns and that they need mechanisms to do so. This policy is intended to create a transparent, timely, fair method to receive and respond to complaints. Chebucto Connections knows that complaints are used to assist us in improving services, policies and procedures.

**Scope & Definitions**

This policy applies to all complaints received from stakeholders about our services, policies, staff or volunteers. It is in the best interest of all parties that complaints are dealt with in a timely manner and the review is fair, impartial and respectful to all parties. Complainants will be provided clear and understandable reasons for decisions relating to their complaint. Updates may be provided throughout the process.

Complaints are defined as an expression of dissatisfaction regarding a service, an action or lack of action. This includes how Chebucto Connections employees or volunteers carry out their duties. Typically complaints arise when a person believes:

1. Chebucto Connections failed to do something agreed upon or expected;
2. Chebucto Connections policy or procedure has not been followed or deemed unfair or inadequate;
3. Chebucto Connections employees or volunteers acted in an unacceptable way; or
4. An error was made.

**Procedure**

**Informal Complaint**

If someone has a complaint or concern they are encouraged to discuss the matter with the staff member who is most connected to the concern/situation. If the complaint is not resolved or if the complainant is uncomfortable discussing the issue with the relevant staff member, they can inform the Director of the service:

- Executive Director – Oversees administration staff and overall operations of the organization
- Director of Programs – Oversees program staff

The informal process can be used to resolve many inquires or matters of simple error that can be corrected. If the matter is not resolved at this stage, a complainant can submit a formal complaint.

## **Formal Complaint**

A formal complaint may be made in writing to:

Complaints  
c/o Board of Directors  
Chebucto Connections  
531 Herring Cove Rd. Ste 101  
Halifax, NS B3R 1X3  
Or via email at [complaints@chebuctoconnections.ca](mailto:complaints@chebuctoconnections.ca)

## **Process**

Confirmation of receipt of the complaint will be given within 5 business days of receiving the complaint to communicate expectations for how long an investigation will take if it can be reasonably assessed at that point. Chebucto Connections aims to resolve all complaints within 10 business days of receiving them. If this timeline cannot be met, the complainant will be informed. Upon completion of the investigation the complainant will be provided with a description of the outcome, in writing.

## **How Your Complaint Will be Dealt With**

Formal complaints are received by the chair of the board. The Chair will develop a plan of action that may include immediate resolution, an investigation, further discussion or action deemed necessary based on the nature of the complaint.

If any disciplinary action is warranted involving a volunteer or staff member, the Board of Directors will follow existing HR policies and procedures.

Complaints of a criminal nature will be referred to the appropriate authority.

## **Confidentiality/No Retaliation**

Chebucto Connections will make every effort to ensure confidentiality for the person reporting a complaint or concern. No person who submits a complaint/concern shall suffer harassment or retaliation.

## **Records**

A summary of complaints and their resolutions will be recorded and reviewed by the board of directors on an annual basis. Information recorded includes a description of the complaint, who handled it, timeframe and a description of the resolution.

## **Acknowledgement**

Chebucto Connections strives to resolve complaints professionally and objectively, however, we recognize that some matters may not be resolved to the complete satisfaction of the complainant.

# Complaints Form

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address of complainant: \_\_\_\_\_

Email Address of complainant: \_\_\_\_\_

Phone Number of complainant: \_\_\_\_\_

Do you prefer to be contacted via:  Phone  Email  Mail

## Detailed Complaint information

Date of incident (if relevant): \_\_\_\_\_

Location of incident (if relevant): \_\_\_\_\_

Please describe your complaint in detail and include who was involved:

How would you like to see the complaint resolved?

