

## COMPLAINTS POLICY

### Guiding Principles:

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible;
- The review of complaints is fair, impartial and respectful to all parties;
- Complainants are provided clear and understandable reasons for decisions relating to complaints;
- Updates are provided to complainants during the review process;
- Complaints are used to assist in improving Northumberland United Way (NUW) programs, services, policies and procedures.

### Definition:

A complaint is an expression of dissatisfaction about the programs, services, policies or procedures of NUW as an organization or, of a staff member or volunteer acting on behalf of NUW.

### Complaint Receipt and Handling:

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, e-mail or social media). Each complaint will be directed to the C.E.O. for handling unless the complainant has requested that it be given to the President of the Board.

The C.E.O. (or Board President) will acknowledge to the complainant that the complaint has been received and will be acted upon without delay. If a timeframe for action can be determined, that should be included in the acknowledgement.

### Risk Management:

The longer that a complaint goes unsatisfied, the greater is the potential for some risk to the organization. Every effort will be made to resolve complaints in a timely fashion. If the C.E.O. cannot resolve the complaint, it will be referred to the President of the Board. If the complaint is about the Board President, it will be handled by the Chair of the Governance Committee. Complainants will be kept informed of the status of their complaint.

As a matter of good risk management, NUW will keep a log of all complaints. Information to be recorded includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe and, a description of the resolution. Each new documented complaint will be reviewed with the Executive Committee at the following monthly Executive meeting, or earlier at the discretion of the C.E.O. The entire complaints log will be reviewed with the Board semi-annually.