

Complaint Policy

The Greater Moncton YMCA Foundation Inc. is a registered charity. The Greater Moncton YMCA Foundation Inc. will undertake all reasonable steps to ensure that policies and procedures are understood and consistently and fairly applied.

This policy is intended to encourage and enable all individuals as well as groups to raise any concerns that they may have so that we can address and if appropriate correct inappropriate conduct and actions.

Philosophy

- We believe that all suggestions and complaints are dealt with promptly and resolved as quickly as possible.
- We commit to review all suggestions and complaints in a fair, impartial and respectful way for all parties.
- Complainants always have the option to escalate their complaint to the Board of Directors if they are dissatisfied with treatment or outcome or are uncomfortable dealing with a particular member or volunteer.
- Complainants are provided clear and understandable reasons for decisions relating to complaints and are updated with relevant information throughout the process.

Types of Complaints

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the Greater Moncton YMCA Foundation Inc. , board member, or volunteer acting on its behalf. Anyone personally affected can complain and their complaint will be reviewed.

No Retaliation

It is contrary to our values for anyone to retaliate against someone who, in good faith, reports a complaint.

Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should first determine 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 transfer it to another person who can resolve it.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another employee. 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.

Acting in Good Faith

Anyone filing a written complaint must be acting in good faith. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as serious. In the case of employees, such offenses will be handled on a case-by-case basis as determined by the Board Chair.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 days.

Where a complaint cannot be easily resolved by the staff, it should be escalated to the Board Chair. If the complaint is about the staff or a volunteer, it will be handled by the Board Chair. Complainants should be kept informed of the status of their complaint and every attempt should be made to resolve complaints within 2 weeks.

Documenting the Complaint

It is necessary to keep a record of any complaint immediately (on the same day it is received). Information about such complaints written down/emailed (including a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution) and submitted to the Board Chair. Annually, the Board Chair shall report to the Board a summary of the complaints received.