

## **G5. Complaints Policy and Procedure**

AURORA CULTURAL CENTRE

### **Policy Statement**

This policy and procedure applies to complaints received by the Aurora Cultural Centre about our activities, programs, services, staff or volunteers.

### **Guiding Principles**

- Complaints will be dealt with in a timely fashion;
- Complaints will be reviewed in a fair and respectful manner;
- Complainants will be provided with an explanation of the decision and, where appropriate, the corrective or other actions taken following the complaint;
- The Aurora Cultural Centre will use complaints to assist us in improving our programs, services, policies and procedures.

### **Types of Complaints**

For the purposes of this Policy, a “Complaint” is the expression of dissatisfaction or concern about (but not limited to):

- An Aurora Cultural Centre service or program
- a perceived failure to do something agreed upon
- a failure to observe a policy or procedure
- an error made by a staff member or volunteer
- unfair or discourteous actions or statements by a staff member or volunteer.

### **Complaint Receipt and Handling**

A complaint may be made verbally (by phone or in person) or in writing (by mail, or email).

An employee or volunteer who receives a complaint will determine the proper person to handle it. 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 will 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.

The Complainant must provide their contact information as the Aurora Cultural Centre will not be able to respond to anonymous Complaints.

Once a Complaint has been received, the Aurora Cultural Centre is committed to handling the Complaint promptly, consistently and fairly.

### **Resolving the Complaint**

Every effort will 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 3 business days and staff should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be escalated to the Executive Director. If the Executive Director cannot resolve the complaint, it will be escalated to the President of the Board of Directors. If the complaint is about the Executive Director, it will be handled by the President of the Board of Directors. Complainants should be kept informed of the status of their complaint.

### **Documenting the Complaint**

A record will be kept of all complaints on the complaints tracking worksheet. Information recorded on the worksheet 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 will be reported to the Aurora Cultural Centre Board of Directors at least annually.

### **No Retaliation**

No person who in good faith makes a Complaint shall suffer harassment, discrimination or retaliation as a result.

### **Confidentiality**

Complaints will be kept confidential to the extent practicable, consistent with the need to conduct an adequate investigation and maintain fairness and transparency in the process.

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