

Bissell Centre Complaints Policy

INTRODUCTION

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

Complaint Defined: An expression of dissatisfaction about the service, actions, or lack of action by BC as an organization, staff member, or volunteer acting on behalf of Bissell Centre.

Examples include, but are not limited to:

- Perceived failure to do something agreed upon
- Failure to observe policy or procedures
- Error made by a staff member/volunteer
- Unfair or discourteous actions/statements by staff member/volunteer

We are committed to:

- Dealing with all complaints promptly and resolving them quickly.
- Maintaining confidentiality at all times and under all circumstances.
- Reviewing all complaints fairly, impartially and respectfully to all parties.
- Advising the complainant of their options and escalate their complaint to a more senior staff person if they are dissatisfied with the treatment or outcome.
- Providing complainants with a clear and understandable reason for decisions relating to complaints.
- Updating complainants during the review process.
- Continuous learning in which complaints will be used to assist in improving services, policies and procedures.

We recognize that there may be complaints and as such, you, our stakeholders, have the right to communicate and express your concerns; these concerns will be reviewed in accordance with this procedure.

PROCEDURE

Complaints can be submitted by fax, email or mail to the attention of “Complaints”. Complaints will not be considered if they are submitted anonymously.

Bissell Centre

10527-96 Street

Edmonton, Alberta T5H 2H6

Fax: 780.429.7908

Email: complaints@bissellcentre.org

Complainants should provide the following:

1. Your name and information on how you/your organization may be contacted.
2. A complete description of the facts and circumstances of the situation to be considered.
3. Specific details of any alleged non-compliance with The Ethical Code, including identification of the relevant Code provision(s).
4. Any supporting documents or other materials relevant to the complaint.

Bissell Centre support staff may assist complainants with lodging their complaints. Where there are third parties involved, the circumstances and substance of the complaint may also be communicated to them.

There is a presumption of innocence about organizations against which allegations are made and they will be given an opportunity to make a full response. Other individuals or organizations concerned with the complaint may also be given an opportunity to submit information if such information is relevant.

Information from all parties will be sought in writing so that a comprehensive documentary record is created.

The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.