

COMPLAINTS POLICY

The Big Brothers Big Sisters of Victoria Capital Region (BBBS) is committed to responding promptly to a complaint and making every reasonable effort to investigate it as soon as possible. A complaint by staff, Board members, volunteers, donors or external stakeholders will be addressed in an ethical and courteous manner. BBBS will make every effort to resolve the complaint promptly. Complainants will be provided updates during the review process and they will receive clear reasoning for review decisions. BBBS is committed to using complaints to improve services, policies and procedures.

PROCEDURES

1. When a complaint is received, the receiver of the complaint will complete an Incident Report which includes the complainant's name, phone number, email address, context of complaint and date contacted.
2. Complaints received in writing shall be acknowledged within 48 hours, and staff shall attempt to resolve the matter within 10 business days. Complainants will be kept informed of the status of their complaint.
3. The receiver of the complaint, if appropriate, will work to resolve the complaint immediately.
4. The receiver will listen, record all facts and seek to understand the complainant.
5. If the receiver is unable to resolve the complaint they may transfer the complainant to an individual that holds the primary relationship, responsibility, or specific knowledge in the area of concern.
6. If the complaint is transferred, the recipient of the transfer must acknowledge to the transferor that he/she has received it and will act upon it within 24 hours.
7. The individual who initially received the complaint will notify the complainant that their complaint has been transferred to a more suitable individual, and provide the name and contact details.
8. If the individual cannot resolve the complaint, it shall be referred to the Executive Director.
9. If the complaint is about the Executive Director, it shall be referred to and handled by the President of the Board.
10. Incident Reports will be updated with information about resolving complaints, the timeframe of any further contacts and when the complaint was referred to another staff member or the Board Chair, as well as a dated description of the resolution.
11. A copy of the Incident Report is to be provided to the Executive Director or to the Board President if applicable.

12. A summary of the complaints received, including number, and type shall be reported to the Finance and Risk Committee who provide an update to the Board of Directors in their monthly reporting.