



## **Compliments, Comments & Complaints Policy - External**

### **1. Purpose**

Cedar Centre strives to provide a quality service and would like to hear from its participants, community partners and members of the public about their experiences with the Centre and its services.

Individuals may occasionally disagree with or feel dissatisfied with the service they receive, and they may wish to express their concerns or launch a complaint. For this purpose, Cedar Centre has a Compliments, Comments, Complaints and Review Procedure to ensure that concerns can be addressed in a timely, transparent and respectful way.

### **2. Scope**

This policy applies to all Cedar Centre participants, community partners and members of the public.

### **3. Policy**

Centre participants, community partners and members of the public are invited to share comments or compliments about their experience with the Centre and its services with their Cedar Centre contact or through the Centre's general information email at: [info@cedarcentre.ca](mailto:info@cedarcentre.ca)

Cedar Centre will provide an appropriate interpreter to any participant who may prefer to have their concerns heard or complaint dealt with in a language other than English.

If the individual is not a participant, they may contact the Centre's Executive Administrator who will connect the individual with the appropriate member of the Centre's staff to resolve the concerns or complaints.

### **4. Definitions**

None required

## 5. Responsibilities

The Executive Director of Cedar Centre shall ensure compliance to this policy/procedure.

All agency employees, interns, volunteers, and consultants are responsible for carrying out responsibilities as delegated and complying with this policy/procedure.

## 6. Procedures

### a) Informal Review Process:

- i. Concerns with Cedar Centre Staff members, Facilitators, Practicum Students and Volunteers are resolved directly with the individual, wherever possible. If a complainant does not wish to discuss concerns with the individual, or if the complainant feels that the individual is not adequately addressing their issues, the complainant is welcome to contact the individual's Supervisor. A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email).
- ii. Within five working days of receiving the complaint or concern, the Supervisor will contact the complainant. If no resolution seems possible, the participant may then request further review of their complaint or concern by the Clinical Director.
- iii. Within five (5) working days of receiving the complaint or concern, the Clinical Director may, at their discretion, help to facilitate an informal resolution of the difficulty, or may choose to independently contact the complainant. If resolution continues to be unsuccessful following concerted efforts to resolve the concern, the complainant may then request to move into the formal review process.
- iv. If the complaint involves the Executive Director, the concern will be reviewed by the Chair of the Board or a designee.

### b) Formal Review Process:

- i. If a resolution cannot be achieved during the informal review process, the complainant may appeal verbally (by phone or in person) or in writing (by mail, fax, email) to the Executive Director. The Executive Director will respond to verbal or written appeal within ten working days of its receipt and will indicate when an in-person or virtual meeting will occur and who will attend the meeting. The review will take place within 15 working days of notification to the complainant. 15 working days following the conclusion of the review process, a letter containing a decision will be sent to the complainant.
- ii. If the complainant remains dissatisfied with the outcome of the review, or if the complaint or concern is about the Executive Director, they may request that their complaint or concern be referred to the Chair of the Board of Directors for further review.
- iii. Within 10 days of the receipt of the written (by mail, fax, email) complaint or concern, the Chair of the Board of Directors will request that the Appeals Committee of the Board of Directors undertake a review of the complaint. The Appeals Committee will

provide the complainant with an in-person or virtual meeting time to review the complaint within 20 working days of the convening of the Committee. The complainant must submit a written statement to the Committee at least seven calendar days prior to the meeting, outlining the complaint or concern, any relevant background information and a proposed remedy.

- iv. The decision of the Appeals Committee is final on behalf of the Board of Directors and the organization. A letter indicating the outcome and conclusion of the review process will be sent to the complainant within four weeks of the review meeting. If the complainant remains unsatisfied with the decision of the Appeals Committee of the Board, they may wish to independently initiate further review of the matter with the funder of the relevant program or service of the Centre, as listed on the Centre's website.
- v. If the complaint involves the Executive Director, the concern will be reviewed by the Chair of the Board or a designee.

c) Confidentiality

Initial complaints will be treated as confidential information and only shared with the individuals involved in the review process. This will include advising the individual against whom the complaint is filed of the specifics of the complaint.

d) Documentation

The Centre will maintain a record of all complaints received, including status updates and final outcome on all complaints. A written summary of complaints received, including the number, type and status will be reported semi-annually to the Board of Directors.