



POLICY NAME	COMPLAINTS POLICY
POLICY TYPE	BOARD
POLICY NUMBER	1140
VERSION NUMBER	VERSION 2
APPROVAL DATE	2022-09-21
EFFECTIVE DATE	2022-09-21
REVIEW CYCLE	THREE YEARS
NEXT REVIEW DATE	2025-09-20

1. Policy Statement

- 1.1.** The YMCA of Lethbridge is committed to enhancing user experience by creating an environment that is open to receiving complaints and other feedback, resolving complaints received and enhancing the Association's ability to improve its services.
- 1.2.** The Association Is committed to a process that:
 - 1.2.1.** Respects the rights and dignity of all members of the Association and any individual that participates in Association programs or services.
 - 1.2.2.** Ensures that complaints are dealt with promptly and resolved as quickly as possible.
 - 1.2.3.** Is fair, impartial and respectful to all parties.
 - 1.2.4.** Ensures that complainants are advised of their options to escalate their complaint to a more senior staff person as required.
 - 1.2.5.** Communicates clear and understandable reasons for decisions relating to complaints.
 - 1.2.6.** Evaluates complaints in order to assist in improving programs and services.
 - 1.2.7.** Maintains the highest level of transparency while modelling its core values of honesty, respect, responsibility, inclusiveness and caring.

2. Purpose

- 2.1.** The purpose of this Statement of Policy is to ensure that all everyone who accesses the YMCA of Lethbridge programs and services, including all employees and volunteers who deliver programs and services, has access to the process to make and resolve complaints.

3. Scope

- 3.1.** The complaint policy applies to association programs, services and activities and excludes complaints regarding employment conditions.

4. Responsibilities

- 4.1.** It is the responsibility of the Board of Directors to review this policy every three years. In addition, the Board is responsible to investigate, document and resolve any critical complaint made with respect to the CEO.



- 4.2.** It is the responsibility of the CEO to ensure that employees and volunteers are adhering to this policy and to ensure that complaints are investigated, documented and resolved as indicated in section 7 of this policy. In addition, it is the responsibility of the CEO to ensure this policy is available on the Association website and to provide an annual report to the Board on the number, type and disposition of complaints received for the preceding year.
- 4.3.** It is the responsibility of the senior leadership team to assist the CEO in investigating, documenting, and resolving complaints as indicated in section 7 of this policy. In addition, the senior leadership team is responsible to ensure all employees and volunteers are made aware of the requirements of this policy.
- 4.4.** It is the responsibility of every employee and volunteer to be aware of this policy and to follow its requirements.

5. Definitions

- 5.1.** A **complaint** is an expression of dissatisfaction about the services, actions or lack of action by the YMCA of Lethbridge that is brought forward by an individual or group that references any damage against the Y brand, program quality, safety concerns or staffing or concerns about a volunteer in relation to any violation of provincial and or federal law, as well as any violation of Association policy, guideline or value.

6. References To Related Policy, Guideline or Legislation

- 6.1.** Imagine Canada Standards

7. Procedures

- 7.1.** The relevant portions of this policy will be made available on the Association's website.
- 7.2.** Any user or, where relevant, their legal guardian who is dissatisfied by the service, action or lack of action of the Association may make a complaint and their complaint will be reviewed and handled in accordance with this policy.
- 7.3.** The initial complaint may be made verbally to an employee or volunteer or may be communicated in writing, by email or through the YMCA of Lethbridge feedback form.
 - 7.3.1.** For verbal complaints, the employee or volunteer initially receiving the complaint will attempt to directly resolve it when received. If it is resolved directly, documentation of the complaint is not required.
 - 7.3.2.** If not equipped to deal with the complaint, the staff person or volunteer will refer the complainant to a coordinator or manager to resolve the complaint. Provided the verbal complaint is resolved to the complainant's satisfaction, documentation of the complaint is not required.



7.3.3. If the complainant does not feel that their complaint has been adequately resolved, then the following procedure will be followed:



- 7.3.3.1.** The complainant is required to make their complaint in writing. This can be completed through the YMCA of Lethbridge feedback form, through email or by delivering or mailing a written statement of complaint directly to the YMCA. Anyone making a written complaint needs to be acting in good faith and ensure the information disclosed is accurate. Any complainants who make allegations that are proven to be made maliciously may be subject to appropriate sanctions. These will be handled on a case-by-case basis by the CEO and/or Chair of the Board of Directors.
- 7.3.3.2.** The complaint will be directed to the appropriate person in the Association for resolution. The employee will investigate the complaint and attempt to resolve the complaint directly with the complainant.
- 7.3.3.3.** Receipt of written complaints will be acknowledged to the complainant within 3 business days. The Association will make every attempt to find a resolution with the complainant within two weeks of receipt of the complaint.
- 7.3.3.4.** If the matter is not resolved to the satisfaction of the complainant, the complaint will be referred directly to the CEO to review.
- 7.3.3.5.** The CEO's resolution of the complaint is final and it may not be referred to the Board of Directors.

7.4. Recognizing the importance of the confidentiality of the complainant, the Association will do its best to protect confidential information.

8. Attachments

8.1. None.



Approving Authority – Board of Directors or CEO	
 <u>Vivien Kossuth (Dec 6, 2022 22:24 MST)</u>	Dec 6, 2022
Vivien Kossuth, Chairperson of the Board	Date
	Dec 7, 2022
Jennifer Petracek-Kolb, CEO	Date

9. Policy History

Complaint Policy approved January 2017