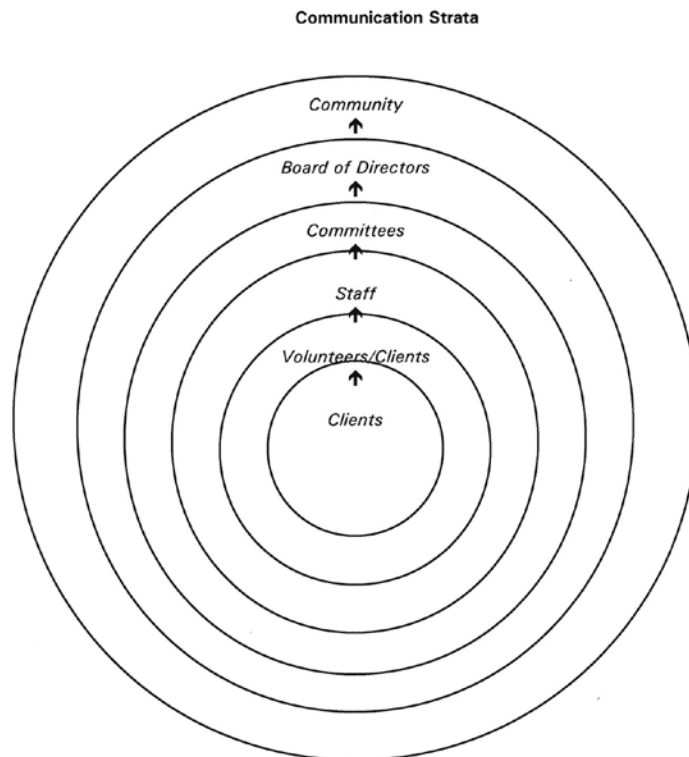


Policy Type: EXECUTIVE LIMITATIONS
Policy Title: 2.6 ISSUES MANAGEMENT
Approved by Board: March 17, 2015

Policy Statement:

In keeping with the organization's values, the Executive Director will ensure that a transparent communication process addressing situations is in place to achieve a positive outcome.

1. Issue management can be addressed using the communication strata (see attached diagram). The diagram demonstrates that resolution begins with the clients and moves to volunteers/clients, staff, committees, the Board of Directors and, ultimately, to community.
2. Resolutions can be achieved at the discretion of the team leader/facilitator and/or Program Director, Executive Director and anyone affected by the issue. If the Program Director and team leader are unable to resolve issues with the assistance of policies and guidelines, the issue may be taken to either the Program Committee or Volunteer Committee for review. If the Committee is unable to resolve the issue, it is then taken to the Board of Directors.
3. All complaints will be reported to the Board within the relevant section of the standardized "staff report" template (as "complaints" is a standing item.). Should a complaint be deemed more urgent by the Executive Director, it will be communicated to the Board earlier. Should a complaint be considered by the Executive Director to be of a very serious nature, it may be referred to the Complaints Committee of the Board for review. (See attached for terms of reference of Complaints Committee.)



Terms of Reference: COMPLAINTS COMMITTEE

Purpose: The Complaints Committee handles serious complaints registered by clients, former clients, volunteers, donors or those who have been refused services.

Composition Of Committee: The committee shall be comprised of 3 board members.

Roles And Responsibilities: All complaints are reported to the Board through the staff report. Complaints are brought to the committee for management when they are deemed serious by the Board and/or Executive Director, or when existing internal mechanisms (as outlined in Issues Management) are deemed insufficient by the Board and/or Executive Director.

Accountability: The Complaints Committee is accountable to the Board of Directors. Upon hearing or reviewing a complaint, the Complaints Committee shall make a recommendation to the Board of Directors for their consideration and approval. All actions shall be reported to the Board at the next regular meeting.

Meetings: General meetings about complaints, the complaints process, etc., will be held as required at the request of the Executive Director and/or Board of Directors. However, upon receipt of a complaint, a meeting shall be called immediately (as soon as possible) to ensure that the matter is dealt with within thirty (30) days of receipt of complaint. Upon receipt of a complaint, no stage of the process shall exceed thirty (30) days. If the Executive Director is to be away from the office for more than five (5) days after the complaint is made, the initial steps shall be taken by the designate.

Timeline: The Complaints Committee is a Standing Committee of the Board and shall be constituted immediately following the AGM or within a month of the AGM.