

2.6 ISSUES MANAGEMENT

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.

Issues management can be addressed using a communication where resolution begins with clients and proceeds to volunteers, staff, committees, Board and, ultimately, to community.

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.

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.