

Approving Body: Board of Directors	Policy Name: External Stakeholder Complaint Policy
Effective Date: March 1, 2017	Committee Oversight: Governance
Updated: January 2023	Pages: 2
Next Review Date: January 2026	

## EXTERNAL STAKEHOLDER COMPLAINT POLICY

Fred Victor is committed to providing a timely, fair and respectful response and resolution to complaints from external stakeholders.

### Scope

This policy is intended for individuals who are external to Fred Victor. This may include partners, donors, members of the local community and other external stakeholders.

This policy does not cover feedback and complaints by Fred Victor clients, customers, tenants, residents and service users, who should use Fred Victor's Users of Service Feedback and Complaint Policy which is available at all Fred Victor locations. This policy also does not cover complaints from staff, who should use the grievance procedure outlined in the Collective Agreement and other relevant complaint processes.

### Guiding Principles

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible based on the following guiding principles:

- Complaints shall be reviewed in a manner that is fair, impartial and respectful to all parties.
- Complainants shall be advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants shall be provided clear and understandable reasons for decisions relating to complaints.
- Complainants shall be provided with updates during review processes.
- Complaints will be used to assist in improving services, policies and procedures.
- The complaints process shall be accessible to all persons, and Fred Victor will strive to alleviate barriers to access, wherever possible.

### Types of Complaints

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Fred Victor as an organization or a staff member or volunteer acting on behalf of Fred Victor. Examples include but are not limited to the following:

- perceived failure to do something agreed upon
- failure to observe policy or procedures
- error made by a staff member/volunteer
- unfair or discourteous actions/statements by a staff member/volunteer

Any external stakeholder affected can complain and their complaint will be reviewed in accordance with this policy and procedure.

### Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax or email). The employee who initially receives the complaint will record the complaint and the contact information of the complainant. The employee will also acknowledge to the complainant that the complaint has been received and will be acted on either by them personally or by another staff member. If a timeframe for action can be determined, that will be included in the acknowledgement.

All complainant information will be handled sensitively. Only persons who are directly involved in the resolution of a complaint will have access to complainant information.

### **Resolving the Complaint**

Every effort will be made to resolve complaints received in a timely fashion. When a verbal complaint is received, staff will seek to understand the complaint and will attempt to resolve it immediately if possible. Complaints received in writing will be acknowledged within two business days if a telephone number or email is on file. Otherwise, efforts will be made to resolve and communicate the matter in writing within 10 business days.

Where a complaint cannot be easily resolved, it will be escalated to the next level of authority. It will continue its escalation up to the CEO if a resolution still remains to be found. Complainants will be kept informed of the status of their complaint. Every attempt will be made to resolve escalated complaints within 10 additional business days so that all complaints are resolved within a month of having been received.

If the written decision of the CEO is unsatisfactory, or if the complaint is about the CEO, the complainant may submit their issue to the Fred Victor Board of Directors. The submission must be in writing and directed to the Board Chair at:

Fred Victor Board Chair  
36 Lombard Street, 3rd floor  
Toronto, ON M5C 2X3

The Board of Directors will issue a written decision within 60 days of receiving the complaint.

### **Reporting on Complaints**

A summary of the number and type of complaints received will be reported to the Board of Directors on an annual basis.