



TIMES CHANGE
WOMEN'S EMPLOYMENT SERVICE

External Complaints Policy

Policy Statement

The staff, volunteers and Board of Directors of Times Change Women's Employment Service recognize that from time to time concerns may arise that need to be addressed. We value feedback and where appropriate will incorporate feedback into changes and modifications to our programs and services.

Application

This policy applies to anyone using the services of Times Change Women's Employment Service who interact with employees, volunteers and the Board of Directors.

Definitions

"External complaint" is a complaint about Times Change that is made by any person who is not a Times Change staff member, volunteer or Board member.

"Informal external complaint" is a complaint that is not made in writing.

"Formal external complaint" is a complaint made in writing.

Conditions

Clients and community members have the right to complain about situations in which they believe they have received poor service.

Times Change is dedicated to ensuring that all external complaints are resolved in a confidential and timely fashion and that a transparent complaints procedure exists in order for Times Change to maintain its high standards of service.

Times Change undertakes that complaints will be treated in strictest confidence.

Times Change undertakes that persons making a complaint will not experience discriminatory treatment or reprisal as a result of making the complaint.

This policy relates to complaints that do not contravene any laws or legislation. Potentially unlawful behaviour may be covered by legislation that will determine how the grievance is to be handled. A client who believes she has been unjustly treated, harassed or discriminated against has the right to seek assistance from the Ontario Human Rights Commission.

Where the complaint is made by a former staff member, and the complaint relates to an internal dispute during the period of that person's employment, the matter will be treated as an internal complaint (see Collective Agreement Article 9 Grievance and Grievance Procedures).

Procedure

Informal Complaints

Complaints not in writing or informal complaints will be investigated by the staff member who receives the complaint. She will:

- Ascertain the details of the complaint;
- Attempt to resolve the complaint at that time;
- If unable to resolve, bring the complaint to the Collective for discussion on what action, if any, should be undertaken;
- Inform the complainant of the results of the Collective discussion;
- Inform the complainant that a written complaint can be submitted if the complainant is still dissatisfied;
- Write an incident report and file it in the External Complaints folder.

Formal Complaints

Complaints are to be in writing wherever possible (this includes e-mail).

When a complaint is made against Times Change by a person either directly or indirectly through another body or person, it is immediately brought to the attention of the Collective if the complaint relates to the staff or volunteers. The Collective will assign a staff member to:

- Ascertain the details of the complaint;
- Inform the complainant of the timeframes and process for investigating the complaint;
- Discuss the complaint with the person(s) against whom the complaint is made;
- Review all relevant documentation;
- Bring all information to the Collective who will make a decision on what action, if any, should be undertaken;
- Inform the complainant in writing of the outcome of the investigation and outline any action to be taken;
- Inform the person/s against whom the complaint was made of the outcome of the investigation and any action to be taken;
- Minute the details of the complaint, investigation process and outcome;
- Write a final report and file it in the External Complaints folder.

If the complaint relates to a board member, it is immediately brought to the attention of the President of the Board of Directors. She will contact the complainant and the board member or members against whom the complaint has been made as above.

Times Change will investigate all complaints and have a draft response within one month from the date of receipt of the complaint.

If policies and procedures are changed as a result of a complaint, the person making the complaint will be informed, in writing, of the changes.

Outcomes of the Complaints Procedure

The outcomes of the complaints procedure may be:

- Change in Times Change policy and/or procedures;
- Staff training, counselling and/or disciplinary proceedings;
- No changes or action required;
- A final report about the complaint written and filed in the External Complaints folder.

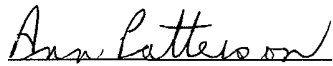
Signed by the Times Change Board of Directors:



President, Board of Directors

June 5, 2014

Date



Secretary, Board of Directors

June 18, 2014

Date