



Approved by the Board on: June 6, 2016

# Complaint Policy

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Reviewed:

## Intent

The intent of the Complaint Policy is to demonstrate the Mark Preece Family House's (MPFH) commitment to its employees and guests by outlining the appropriate procedures regarding the filing of a complaint by an individual concerning the organization, an employee(s) or a volunteer. The Policy also outlines management's responsibilities when a complaint has been filed.

## Guidelines

The MPFH recognizes that from time-to-time there will be complaints regarding the organization, its employees or volunteers. The MPFH wants to ensure individuals with complaints are able to voice their concerns through proper channels of communication, with the expectation of resolution. For complaints between guests, refer to the House Operations Manual.

Employee: A person who performs work or supplies services for monetary compensation.

Volunteer: A person who performs work or supplies services for no monetary compensation.

## Process

### *Complaint Against an Employee*

1. The proper channel to voice/lodge a complaint against an employee(s) or a volunteer is to approach the following individuals, within two days, in the order indicated when appropriate: the employee(s)/volunteer(s) against whom the complaint is directed, the on-duty manager or the MPFH Executive Director (ED) or their designate, the MPFH Board of Directors (B od D).
2. The affected employee(s)/volunteer(s) and immediate supervisor shall be informed of the complaint immediately and shall have an opportunity to respond.
3. If the complaint cannot be satisfactorily resolved verbally, the complainant shall have the option of submitting the complaint in writing.
4. If, however, in the opinion of the MPFH ED, the complaint is serious and/or potentially litigious in nature, a written and signed copy of the complaint must be provided within two days. In the event the complainant is unable to prepare a written complaint, staff may provide assistance in preparing a statement, which is then signed by the complainant. The complainant shall be cautioned about potential risks of making a false or unsubstantiated complaint.
5. The MPFH ED shall maintain a record of the complaint and subsequent resolution if applicable, and may choose to record the incident in the employee's personnel file or volunteer file, in which case the employee/volunteer shall be so informed and shall sign the documents indicating awareness that the item is being placed on file. The employee's/volunteer's written response to the complaint shall be recorded on the personnel/volunteer file, upon request.

6. If the complaint cannot be resolved by the MPFH ED, or is concerning the MPFH ED, the matter shall be directed to the MPFH B of D.
7. In summary, the MPFH ED shall ensure a protocol for investigation and resolution of complaints is maintained and staff and guests if applicable, are informed of the process.

#### *Organizational Complaint*

1. Any complaints made by an individual directly against the organization shall be filed immediately to the MPFH ED by the complainant in writing and must be signed.
2. The MPFH ED shall try and resolve the concerns of the complainant and keep written and signed copies of complaints along with the steps taken to resolve the matter.
3. In the event that the MPFH ED cannot satisfactorily resolve the complaint, the complaint must be brought forth to the MPFH B of D who will hold an unscheduled board meeting and determine the best course of action, with the goal of resolution.
4. The MPFH ED will keep a copy of the written and signed complaint, along with the steps taken to resolve the matter.