

<b>STATEMENT of POLICY and PROCEDURE</b>			
Section	Governance		
Subject:	<b>Complaints</b>	Effective:	October 25, 2011
Issued to:	All Manual Holders	Revised:	August 20, 2013
		Revised:	March 28, 2017
		Revised:	October 30, 2018
		Reviewed:	August 25, 2020
		Revised:	Nov. 29, 2022

**1 PURPOSE:**

The purpose of this Statement of Policy and Procedure is to provide direction to the Good Neighbours Active Living Centre (GNALC) Executive Director, Chair of the Human Resources, and the Board of Directors in resolving complaints from staff, members, volunteers and clients.

**2 DEFINITION :**

A “**complaint**” is a complaint made in writing by a staff member, GNALC member, volunteer and/or client concerning an alleged violation of GNALC policies and procedures.

**3 PROCEDURES FOR DEALING WITH COMPLAINTS :**

- 3.1 A member, volunteer or client who feels wronged shall advise the Executive Director of the complaint in writing.
- 3.2 In the case of a complaint against or by the Executive Director, the complaint shall be filed with the Chair of Human Resources (HR) Committee.
- 3.3 The Executive Director or Chair of the HR Committee in the case of a complaint against the Executive Director, shall attempt to resolve the complaint.
- 3.4 All complaints shall be resolved in the shortest time possible.
- 3.5 If the Executive Director or the Chair of the HR Committee has been unsuccessful, the complainant may submit their complaint to the Board of Directors in writing.
- 3.6 The Board of Directors shall investigate, take action, and respond in writing within 31 days.