

Board Governance Policies & Procedures

Policy Title	External Complaints		
Original date	August 6, 2015	Section	Governance Processes
Date last update	December 2024	Policy Number	GOV 1.24

PURPOSE:

This policy applies to external complaints received by CMHA Kelowna about our activities, programs, services, products, staff, contractors, consultants or volunteers.

This policy is intended to ensure complaints received by CMHA Kelowna by any of our stakeholders are responded to in a prompt, fair and respectful manner.

This policy does not apply to:

- Persons or organizations that may be in disagreement with CMHA Kelowna's mission and activities and decisions undertaken by us to carry out our mission. In these instances, feedback will be received and will be appropriately shared within CMHA Kelowna, and responded to.
- Persons or organizations that have a complaint about one of CMHA Kelowna locations.
- Anonymous complaints, such as those received through feedback surveys or comment boxes, where insufficient or no contact information is provided.

POLICY:

Definition

A complaint is the expression of dissatisfaction about the service, actions, or lack of action by CMHA Kelowna as an organization or by a staff member or volunteer acting on behalf of CMHA Kelowna.

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by a staff member/volunteer; or unfair or discourteous actions/statements by staff member/volunteer;

Ensuring privacy

Subject to CMHA Kelowna's Privacy Policy, personal information of anyone submitting a complaint will be handled sensitively and disclosed only to those appropriate individuals at CMHA Kelowna for the purposes of responding to and resolving the complaint.

Reporting of complaints

An annual report including the number, type and disposition of complaints received will be made by the CEO to CMHA Kelowna's Board of Directors.

Process for complaints

Anyone may submit a complaint via mail, email or through our website. The complaints are gathered in a confidential email address inquiries@cmhakelowna.org. This is monitored regularly by a senior staff member. This process is reviewed annually.