

COMPLAINT POLICY

Complaint:

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Frog Hollow Neighbourhood House (FHNH) as an organization or a staff member or volunteer acting on behalf of FHNH. It can include concerns about our staff's conduct, quality of service, delay in providing a response, or the reasonableness of a decision made or action taken by a member of our staff. It can also include the response provided by a staff member to a complaint or concern raised about our organization.

Our Commitment to You:

FHNH is committed to providing a transparent process for participants, volunteers, and others connected with our organization to express their concerns. Sharing your concerns with us will not have any negative impact on the services you receive and will not result in retaliation of any kind. We will work through your concerns respectfully, fairly, and in a timely manner. We will protect your personal information throughout the complaint process and beyond.

If you want to communicate your concern, we suggest taking the following steps in registering a complaint and escalate your complaint if needed:

Complaints Process:

•**Step 1:** Try to resolve the matter directly with the person or people who are the subject of the complaint.

•**Step 2:** If you are unable or unwilling to resolve the complaint directly, or if the complaint wasn't resolved to your satisfaction, then you should inform the supervisor/manager in charge of the program about the concern.

The supervisor/manager will ensure appropriate investigation and follow-up is conducted.

•**Step 3:** If you are unable or unwilling to inform the program supervisor/manager, or if the complaint wasn't resolved to your satisfaction, you should submit your complaint in writing, using the LINK(Complain Form), to the LINK(program Director) or the LINK(executive director). The Director receiving the complaint will ensure appropriate investigation and follow-up is conducted.

•**Step 4:** If you are unable or unwilling to inform the Director or Executive Director, or if the complaint wasn't resolved to your satisfaction, you should submit your complaint in writing to the ANHBC CEO. The CEO will ensure appropriate investigation and follow-up is conducted.

•**Step 5:** If your complaint remains unresolved, it will be escalated to the ANHBC Board of Directors to attempt a resolution.

•**Step 6:** If it is deemed necessary, due to inability to resolve the complaint or the nature of the complaint, an external review, mediator, or legal advisor might be engaged.

Timeframe:

Within thirty (30) days of submitting the complaint, a response will be provided to you which will outline the process of the investigation and any actions taken. FHNH will do our best to remedy any situation causing a complaint, will be open and honest in our efforts to do so, and will attempt to resolve the issues relayed in the complaint in as timely a manner as possible.

Support:

FHNH staff are here to help. If you need support during the complaints process, or help completing the form, please reach out to any trusted staff member, who will support you through the process.

Complaint Form:

Please see the attached **Complaint Form** below, which should be submitted to our Executive Director.

If you need support during the complaints process, or help completing the form, please reach out to any trusted staff member, who will support you through the process.





COMPLAINT FORM

This form is to be used to provide details regarding a complaint about a Frog Hollow Neighbourhood House (FHNH) program, staff member, policy, or service. Please provide as much detail as possible to ensure we have adequate information to review your concerns.

Contact Information

Name: _____ Pronouns _____

Phone: _____

E-mail Address: _____

Program and/or FHNH Staff member involved

Name: _____

Department/Program Name: _____

Details of the Complaint

Location of the FHNH program/service: _____

Date and time of incident: _____

Please describe the situation leading to the complaint, describing the events in the order that they happened. Include the names/contact information of others who were present or

who witnessed the event resulting in the complaint. If possible, please include documents (evidence) to support your complaint and provide any additional information you feel would be helpful.

Have you already raised this complaint with the individual?

- ☐ Yes
- ☐ No

If Yes, please explain what steps you have taken to resolve your complaint.

Addressing Complaints

How would you like your complaint to be addressed? The purpose of this question is to help us address your complaint, but we may not be able to fulfil this request, based on the outcome. We cannot guarantee we can honour your request, but we will do our best to accommodate your needs.

I declare to the best of my knowledge that the information and documents I have provided are true and correct. I understand that FHNH Leadership may disclose the information in this complaint to the FHNH program staff member(s) involved and a response will be provided within 30 days.

Complainant Signature: _____

Date: _____

Complaints should be submitted to the Frog Hollow NH Executive Director by emailing norm@froghollow.bc.ca