

SPORT MANITOBA POLICY AND PROCEDURES	
Type	Board Approved
Subject	Complaints Policy
Approved:	Original March 26, 2014 Updates Approved October 21, 2019

Reason for Policy:

Sport Manitoba is committed to providing excellent service and encourages open communication. We recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such concerns or complaints and that they need avenues to do so.

Sport Manitoba is committed to:

- addressing complaints in a timely, fair, respectful and accountable manner,
- providing an opportunity to explain the problem, taking prompt action and ongoing follow up until the issue is resolved,
- making this process accessible and open.

Policy Statement:

This policy sets out the process for addressing concerns and complaints about Sport Manitoba business and activities and is intended to ensure that concerns raised by the public or any of our stakeholders are responded to promptly, transparently and fairly in accordance with Sport Manitoba's high standards.

Scope:

This policy applies to any complaints received from members of the public and stakeholders about Sport Manitoba's business and activities. This policy serves in conjunction to our Disclosure Policy.

This policy does not apply to complaints by funded (or unfunded) partners about funding decisions Sport Manitoba has made. These decisions do not have an appeals process.

This complaints process does not pertain to employees, as there are procedures in the Human resources manual and Disclosure policy that is applicable for employees.

Definitions:

Terms specific to this Policy.

Complaint	an expression of dissatisfaction that may be about our services, programs, use of resources, fundraising, staff relations, volunteer relations, communications or some other aspect of Sport Manitoba's functions. A complaint is distinct from an inquiry, feedback or a suggestion.
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Procedures:

How to Make a Complaint

Many concerns or informal complaints can be resolved quickly and easily, often at the time they arise, by speaking with your contact at Sport Manitoba. If the problem cannot be resolved in this way, and you wish to make a formal complaint the following process will be implemented.

1. If you have a complaint or concern, you are encouraged to write or talk with the staff person (the “relevant person”) at Sport Manitoba who is most connected to the concern/situation. The relevant person can be found through the Sport Manitoba website, by emailing info@sportmanitoba.ca or by calling the Head Office. Your concern will be directed to the person most able to assist you with the process of making and addressing a complaint.
2. The relevant person will document your concern, and include your name and contact information, the date, a description of the complaint, what you request to resolve the complaint and the final resolution or decision. It is hoped that through this conversation, your concern will be addressed to your satisfaction. If the complaint is being made anonymously, we will not respond, however we will investigate the complaint and use the information to improve in any way we can.
3. If your complaint is not resolved or if you are uncomfortable discussing the issue with the relevant person, you can inform the supervisor of the person about the complaint. Where a complaint is related to the President & CEO, the stakeholder may direct the complaint to the Board Chair, who will work to resolve the complaint.
4. If the staff is not able to resolve the complaint to the satisfaction of all parties, your concern will be referred to the President/CEO.
5. The President/CEO may choose to bring the complaint forward to the Board of Directors and/or an outside agency (e.g. Sport & Law Centre, Police) for review, advice and/or action. The President/CEO will then determine what the appropriate action or recommendations are and will inform you in writing of this information. It is the responsibility of Sport Manitoba staff to implement the recommendations.
6. Sport Manitoba reserves the right to choose not to investigate complaints judged as unfounded or frivolous.

Guidelines for Implementation

1. Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a complaint in good faith. We firmly believe that your feedback can only make our organization stronger.
2. In the spirit of continuous improvement Sport Manitoba will work diligently to fix problems, correct mistakes and address concerns. We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, and finally provide you with a response.
3. The initial response to a complaint should occur as soon as possible and not longer than seven days from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
4. Documentation about the complaint will be kept in a file separate from any other file related to the stakeholder.

Responsibilities:

It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.

It is the responsibility of the Management team to track and respond to any trends identified through the complaint resolution process.

It is the responsibility of the President & CEO to report to the Board annually on the number, type and disposition of the complaints received to enable the Board to determine if additional action is required.

References:

The policy will be reviewed at a minimum every three years by the Board of Directors.

Individuals may also wish to consult our Code of Conduct Policy, Conflict of Interest Policy or Disclose Policy for additional relevant information.