External Complaints

Approved By: Board of Directors
Effective Date: January 30, 2018
Review Date: June 5, 2023
Next Review: June 2026

Sarnia-Lambton Rebound is committed to providing excellent service, however, we recognize that on occasion there may be concerns about our programs and services. We value input and encourage timely feedback.

Complaints should be directed to your primary contact at Sarnia-Lambton Rebound. If you are not satisfied following your discussion with the program coordinator, you can file a formal complaint. You can submit your formal complaint verbally or in writing to the Management Team by:

- Calling Sarnia-Lambton Rebound at 519-344-2841
- Emailing to office@reboundonline.com
- Faxing to 519-344-8024
- Mailing to Sarnia-Lambton Rebound
- 10 Lorne Crescent, Sarnia, Ontario N7S 1H8

If you are still not satisfied, your next recourse is to ask for a meeting with the agency Executive Director.

Sarnia-Lambton Rebound shall ensure that all complaints are addressed within 5 business days or within a reasonably practicable time.

This policy and the following procedure apply to input received by Sarnia-Lambton Rebound about our activities, programs, services, staff and/or volunteers.

Guiding Principles

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints shall be fair, impartial, and respectful to all parties.
- Complainants shall be advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants shall be provided with clear and understandable reasons for decisions relating to complaints.
- Updates shall be provided to complainants during review processes.
- Complaints shall be used to assist in improving services, policies, and procedures.

Types of Complaints

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Sarnia-Lambton Rebound as an organization or a staff member or volunteer acting on behalf of Sarnia-Lambton Rebound.

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; and/or
- unfair or discourteous actions/ statements by staff member / volunteer.

Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

Complaint Receipt and Handling

A complaint may be received verbally (by phone or in-person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that they have received it and will act on it.

The person who receives the complaint should acknowledge to the complainant that it has been received and will be acted on by themselves or another employee. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand it and may try to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days or as soon as reasonably practicable.

Where a complaint cannot be easily resolved, it should be escalated to the relevant Manager. If the Manager cannot resolve the complaint, it shall then be escalated to the Executive Director. If the complaint is about the Executive Director, it will be handled by the Chair of the Board of Directors. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

Documenting the Complaint

It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received). Information about such complaints must be recorded on the complaints tracking worksheet. Information recorded on the worksheet includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

A summary of the complaints received, including number and type will be reported to the Sarnia-Lambton Rebound Board of Directors annually.