

# Timmins and District Victim Services

Section:	Administration
Subject:	Public Complaints
Date approved:	September 2023

## Preamble:

The program will have a documented complaints process in place for clients and members of the public to provide feedback regarding the quality of service received including complaints respecting alleged breaches of confidentiality. The process will be publicized on the website.

## Policy:

Timmins and District Victim Services welcomes the information and feedback from stakeholders and the public, which will enable us to improve the quality of service provided. We recognize the value in compliments, comments and complaints and will accept the feedback/information openly. They are seen as an opportunity to review and evaluate the service we deliver. The procedure will be clear for everyone to understand and will give our stakeholders and the public the confidence that the complaints will be treated confidentially and with no retribution.

## Background:

The Board of Directors supports the integrity of the Executive Director and believes that most complaints by staff, volunteers and the general public can and should be resolved through the Executive Director. The board also recognizes that occasionally formal complaints will arise that cannot be resolved without Board involvement.

The Board of Directors will deal with formal complaints only if they remain unresolved after being processed through the appropriate formal channels. Any such complaints will be dealt with in an expeditious manner.

The Executive Director will provide the Board of Directors with a generalized report of complaints to keep them informed of the actions and/or recommendations that have been taken based on the complaint.

## Procedure:

1. Complaints must be made in writing within 30 days of the circumstances that prompted the complaint. The complainant must submit a formal, written complaint, signed and dated. If a complainant is unable to provide a written document due to a valid reason as determined by the Executive Director, the Executive Director shall take the necessary steps to have the complaint recorded in writing on behalf of the complainant.
2. Anonymous complaints will not be accepted under any circumstances. Third party complaints may be accepted at the discretion of the Executive Director.
3. All complaints will be held in the strictest confidence except where disclosure is required by law.

4. A board member, staff member or volunteer receiving a complaint will notify the Executive Director immediately (or as soon as feasible) and the complaint shall be recorded.
5. All complaints will be treated seriously with the objective being to resolve the complaint in a prompt manner.
6. Complaints will vary in nature from minor to more serious, attempts will be made to resolve all complaints of a more serious nature.
7. Within 30 days a written response will be given to the complainant which will also be documented and filed by the Executive Director.