

STATEMENT of POLICY and PROCEDURE			
Chapter :	GOVERNANCE	SPP No.	
Policy:	EXTERNAL STAKEHOLDER COMPLAINTS POLICY	Page:	1 of 5
Date Issued:	March 22, 2017	Reviewed/Amended:	

## 1 POLICY

- 1.1 This policy does not cover complaints from Canadian Mental Health Association Cowichan Valley Branch staff who should use our CMHA-CVB Bullying & Harassment, Whistleblower and OHS policies which outline the policies and procedures to be followed for internal complaints.
- 1.2 CMHA-CVB views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organization that has made the complaint.
- 1.3 Our policy is:
  - To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
  - To publicize the existence of our complaints procedure so that people know how to contact us to make a complaint
  - To make sure everyone at CMHA-CVB knows what to do if a complaint is received
  - To make sure all complaints are investigated fairly and in a timely way
  - To make sure that complaints are, wherever possible, resolved and that relationships are repaired
  - To gather information which helps us to improve what we do
- 1.4 A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of CMHA-CVB. A complaint can be received verbally, by phone, email, fax, or in writing. A complaint may come from any person or organization who has a legitimate interest in CMHA-CVB.

## 2 CONFIDENTIALITY

- 2.1 All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

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## 3 PROCEDURE

### 3.1 Publicised Contact Details for Complaints:

- 3.1.1 Written complaints may be sent to CMHA-Cowichan Valley Branch at :
  - #201, 5878 York Road, Duncan, BC V9L 3S4 or emailed to
  - cmhacvb@cmha.bc.ca

- 3.1.2 Verbal complaints may be made by phone to (250) 597-1372 or in person to any of CMHA-CVB's staff or volunteers at our locations or at any of our events or activities.

### **3.2 Receiving Complaints**

- 3.2.1 Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.
- 3.2.2 Complaints received by telephone or in person need to be recorded.
- 3.2.3 The person who receives a phone or in person complaint should:
- Write down the facts of the complaint
  - Take the complainant's name, address and telephone number
  - Note down the relationship of the complainant to CMHA-CVB (for example: client, member)
  - Tell the complainant that we have a complaints procedure
  - Tell the complainant what will happen next and how long it will take
  - Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

### **3.3 Resolving Complaints**

#### **Stage One: Ordinary Complaint**

- 3.3.1 In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- 3.3.2 Whether or not the complaint has been resolved, the complaint information should be passed to the executive director within one week. On receiving the complaint, executive director records it in the complaints log. (The complaints log is located in the administration offices of CMHA-CVB.)
- 3.3.3 If it has not already been resolved, the executive director may delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- 3.3.4 Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when
- 1.1.1**
- the person complaining can expect a reply. A copy of this complaints procedure should be attached.
- 3.3.5 Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- 3.3.6 Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

#### **Stage Two: Formal Complaint**

- 3.3.7 If the complainant feels that the problem has not been satisfactorily resolved at Stage

One, they can request that the complaint is reviewed by the executive director, or if the complaint concerns the executive director, at Board level. At this stage, the complaint becomes a formal complaint and will be addressed by the executive director or passed to the Chair of the Board. The request for formal complaint level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

3.3.8 As appropriate, the executive director or Chair of the Board may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

3.3.8 If the formal complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

3.3.9 Ideally persons lodging a formal complaint should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

3.3.10 Whether the formal complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the formal complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

3.3.8

#### **4 VARIATION OF THE COMPLAINTS PROCEDURE**

4.1 The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

#### **5 MONITORING AND LEARNING FROM COMPLAINTS**

5.1 Ordinary complaints are reviewed on a regular basis with the senior management team to identify any trends which may indicate a need to take further action.

5.2 Formal complaints are reviewed annually with the Board to identify any trends which may indicate a need to take further action.

#### **6 RESPONSIBILITY**

6.1 Overall responsibility for this policy and its implementation lies with the CMHA-CVB Board of Directors.

#### **7 REVIEW**

7.1 This policy is reviewed regularly and updated as required.

## **APPENDIX 1**

### **PRACTICAL GUIDANCE FOR HANDLING VERBAL COMPLAINTS**

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification whenever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself for making any admission of fault on behalf of the organisation eg. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal