



# Christmas Bureau of Edmonton Complaints Policy

Governance Committee	June 11, 2014	June 2017	June 11, 2014
<i>Owner</i>	<i>Date of Board Meeting Approval</i>	<i>Review Date</i>	<i>Effective Date</i>

## 1.0 POLICY STATEMENT

The Christmas Bureau of Edmonton (hereafter referred to as Christmas Bureau) honors the right of stakeholders to communicate any concerns or issues regarding service delivery. The Christmas Bureau is responsible to respond to any concerns or issues appropriately, resolving issues in a timely, fair, respectful and consistent manner. We appreciate every opportunity to improve service to our stakeholders.

A complaint is an expression of dissatisfaction about the service, actions, or inactions by the Christmas Bureau as an organization or a staff member, volunteer or agent acting on behalf of the Christmas Bureau.

## 2.0 POLICY PRINCIPLES

Any individual or organization who may wish to register a complaint or inquiry about the service, actions or inactions of the Christmas Bureau are encouraged to contact the Christmas Bureau by phone (780 454 6074) or by email ([mail@christmasbureau.ca](mailto:mail@christmasbureau.ca)).

Concerns, questions, issues and complaints that arise will be handled by the Christmas Bureau's Complaints Officer for direction and response.

Any individual or organization wishing to express a concern or complaint, is asked to provide the Christmas Bureau with:

- Contact information (not mandatory)
- Date, time of incident and summary of complaint so that the concern/complaint can be fully investigated and follow up can be provided to the individual/organization.

Every effort shall be made to resolve complaints received in a timely manner. Initial investigations and responses will be completed within ten (10) business days.

Service complaints are directed to the Complaints Officer who may choose to review the complaint or delegate it.

If delegated the first step of appeal, should the complainant not be satisfied, is the Complaints Officer; the second avenue of appeal is the Chair of the Governance Committee with the third avenue of appeal being the Chair of the Board of Directors of the Christmas Bureau. The decision of the Chair of the Board of Directors is final.

If the complaint is in regards to a decision made by the Complaints Officer or the Christmas Bureau's Executive Director, the complaint shall be considered by the Chair of the Governance Committee. The only avenue of appeal of the Chair of the Governance Committee is the Chair of the Board of Directors of the Christmas Bureau. The decision of the Chair of the Board of Directors is final.

If the complaint is about the Chair of the Board of Directors of the Christmas Bureau, not pursuant to a complaint as described above where the decision of the Chair of the Board of Directors is final, the complaint shall be addressed by a quorum of the Board of Directors. The decision of this quorum of the Board of Directors shall be viewed as final.

The Christmas Bureau shall maintain a record of received complaints including updates of their progress and final outcomes. Record of resolution shall be reported to the Client Program. A summary of the complaints received and disposition shall be reported to the Board of Directors annually.

### 3.0 RESPONSIBILITIES

The Executive Director has been designated as the Complaint Officer for the Christmas Bureau of Edmonton.

The Governance Committee is responsible for the development, oversee and review of the Christmas Bureau's complaint policy ensuring that all legislation and best practises are adhered to.

The Social Services Committee is responsible for the development, oversee and review of the complaints guidelines for the Client Program.

The Fund Development Committee is responsible for the development, oversee and review of the complaints guidelines for the Donor Program.

The Volunteer Committee is responsible for the development, oversee and review of the complaints guidelines for the Volunteer Program.