

COMPLAINTS POLICY

APPROVAL	
Board of Directors	
June 30, 2013	
Executive Director, SALCO	
VERSION CONTROL	
June 26, 2013	<i>Review date June 26, 2016</i>

PURPOSE

The purpose of this policy is to create a transparent and fair method of responding to public complaints.

SCOPE

The Policy is related to the application of SALCO's policies and procedures or to the conduct of any of its employees in any interaction with the public (clients) or partnering organizations

DEFINITIONS

Word/Term	Definition
Complaint	<p>A complaint is an expression of dissatisfaction with SALCO's policies, procedures, employees or quality of service. Examples include, but are not limited to, the perception of:</p> <ul style="list-style-type: none"> • failure to do something which was agreed to; • failure to observe policies or procedures; • unacceptable delay; • staff error; • inappropriate actions or statements by staff. <p>A complaint may be received verbally in person or by telephone or in writing by hand delivery, mail, fax or email.</p>

LEGISLATIVE CONTEXT

Name	Location
N/A	N/A

SECTION 2 - POLICY

PRINCIPLES

The Policy has been created to ensure that a fair, expeditious and equitable opportunity has been given to the client.

POLICY

1.	Policy Scope & Guiding Principles
1.1	Clients, former clients, or other people who are affected by the services provided by SALCO can complain under this policy.
1.2	Complaints include, but are not limited to: <ul style="list-style-type: none"> • denial of service to a potential client • the quality of services provided
1.3	Complaints made under this policy can be made orally or in writing. The only requirement is that the person making the complaint must give their name.
1.4	Confidentiality of any client affected by a complaint under this policy shall be maintained, unless the client expressly consents otherwise.

SECTION 3 - PROCEDURE

	Procedure steps	Responsibility
1.	Complaint Procedure	
1.1	If a person is to make a complaint in writing they will be advised to do so to the attention of the Executive Director.	Executive Director
1.2	Within ten (10) business days there shall be an acknowledgement of receipt of the complaint.	Executive Director
1.3	Within fifteen (15) business days of receiving the complaint, the complaint will be discussed with the complainant and with the appropriate staff. A written summary of that discussion will be completed on that date. If they are unable to meet this timeline, they shall advise the complainant.	Executive Director
1.4	While the Executive Director is expected to attempt to resolve complaints as early in the process as possible, if there are safety and/or potential conflict of interest issues they may choose to ask the Board of Directors for assistance in resolving the complaint at this point in the process	Executive Director and/or Board of Directors
1.5	If the Executive Director is unable to resolve the complaint to the satisfaction of the complainant, they shall forward the matter to the Executive Committee of the Board of Directors or the Board of Directors as a whole.	Executive Director and/or Board of Directors
1.6	The complainant will be asked to complete a consent to release information to the Board so that they can fully investigate the case. If the Complainant does not sign the consent to release information	Board of Directors

	<p>form the complaint will still go the Executive Committee of the Board of Directors, but will not include specific personal information related to it.</p> <p>Upon receiving a report of a complaint that has not been resolved, the Board of Directors shall, within sixty (60) days of receiving it:</p> <ul style="list-style-type: none"> • Appoint an ad hoc committee of the Board to consider the complaint and discuss with the Executive Director and the Manager of Administration, in a further effort to resolve the matter, and; • Make a decision on the complaint based on the information provided to it. <p>The complainant shall be offered the opportunity to make further comments in writing or by conference call as appropriate, and Inform the complainant of resolution:</p> <ul style="list-style-type: none"> • Written complaints receive a written notice of decision. • Verbal complaints receive written or verbal notice at the director's discretion. <p>If investigation determines that the reasons for the complaint are not justified, and no further action is required, the complainant is notified. If investigation determines that the complaint is justified, the complainant is notified of corrective action to be taken and any remedy proposed.</p> <p>The Board of Directors shall report its decision to the complainant in writing with reasons, and provide a copy of the decision to the staff member(s) who was the subject of the complaint.</p>	
1.7	<p>Complaint about the Executive Director: If the complaint is about the Executive Director the complaint should be addressed to the Board of Directors. The Board shall acknowledge receipt of the complaint within ten (10) business days.</p> <p>Within fifteen (15) business days of receiving the complaint, the complaint will be discussed with the complainant and with the appropriate staff. A written summary of that discussion will be completed on that date. If they are unable to meet this timeline, they shall advise the complainant.</p> <p>The Board of Directors will address a complaint against the Executive Director in accordance with s. 1.6 of this policy.</p>	Board of Directors
1.8	<p>If a complainant is dis-satisfied with the resolution of the complaint provided by the Board, they may request that it be reviewed by the Manager of the Complaints Department of Legal Aid Ontario.</p>	Legal Aid Ontario: Complaints Department

	<p>Such a request should be done in writing to:</p> <ul style="list-style-type: none"> • Manager, Complaints Atrium on Bay 40 Dundas Street West Suite 200 Toronto ON M5G 2H1 416 204 4718 (fax) complaints@lao.on.ca 	
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SUPPORTING DOCUMENTATION e.g. copies of letters of faxes, documentation of complaint, etc.

Forms and Records Management

Form	Retention Time	Retention Location
<p>Record of the Complaint</p> <ul style="list-style-type: none"> • During complaint, staff maintain a record at all stages including: • name of the complainant • details of the complaint • communications with complainant and other parties • the decision and action taken, and • the complainant's response. 	5 year period after date of resolution	Secure storage at SALCO office

SECTION 4 - GOVERNANCE

RESPONSIBILITY

Policy Owner	Executive Director / Board of Directors
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