

# **Volunteer Centre of St. Lawrence-Rideau Complaints Policy**

Revised February 5, 2018

Approved: Volunteer Centre of St. Lawrence-Rideau Board of Directors – March 28, 2018

## **POLICY STATEMENT**

The Volunteer Centre of St. Lawrence-Rideau is committed to high standards of conduct and to continuous improvement. We strive to resolve complaints in a timely, fair and respectful manner. We recognize that from time to time there may be concerns or complaints from our public stakeholders. We view these complaints as an opportunity to learn and improve for the future, as well as a chance to address the concerns-of the person or organization that has made the complaint.

## **PROCEDURES**

### **Sending Complaints to the Volunteer Centre**

Written complaints may be mailed to The Volunteer Centre of St. Lawrence-Rideau at PO Box 191, Brockville, Ontario K6V 5V2 or sent by email to [manager@volunteercentre.ca](mailto:manager@volunteercentre.ca). The Volunteer Centre of St. Lawrence-Rideau will acknowledge the receipt of a written complaint within two (2) business days. Verbal complaints may be made by phone to 613-498-2111 Ext 226 or in-person at The Volunteer Centre of St. Lawrence-Rideau, 105 Strowger Blvd, Brockville, Ontario. The Volunteer Centre of St. Lawrence-Rideau will acknowledge that the complaint has been received and gather basic contact information including the complainant's name, phone number and email address for follow-up purposes. The Volunteer Centre of St. Lawrence-Rideau staff who initially receives the complaint will determine the appropriate person to handle the complaint. This is generally the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem.

### **Resolving Complaints**

Every effort is made to resolve complaints quickly. When receiving a verbal complaint, staff are expected to listen and to seek to understand the complaint. Within five (5) business days, appropriate steps for resolving the complaint are to be determined and implemented, considering any suggestion towards resolution received from the complainant. Where a complaint cannot be easily resolved, it will be escalated to the Volunteer Centre Manager. If this person cannot resolve the complaint, it will be escalated to the Chair of the Board of The Volunteer Centre of St. Lawrence-Rideau. Complainants will be kept informed of the status of their complaint.

## **Documenting Complaints**

Complaints are recorded on a complaint tracking worksheet that is maintained by the Volunteer Centre of St. Lawrence-Rideau staff. Information recorded includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe and a description of the resolution.

## **Learning from Complaints**

The Manager of the Volunteer Centre of St. Lawrence-Rideau reviews the complaint tracking worksheet regularly to identify any trends which may indicate a need to take further action.

