
MEMBER COMPLAINTS POLICY AND PROCEDURE

The Centre for Grief and Healing – Bereaved Families of Halton/Peel (CFGH-BFO H/P) is committed to providing high-quality services to our members and maintaining a safe and inclusive environment. We recognize that members may have concerns or complaints about the services they receive or interactions within our community. This policy outlines how we will respond to member complaints, ensuring transparency, fairness, and accountability in addressing and resolving their concerns.

Definition of Complaints: A complaint refers to any expression of dissatisfaction raised by community members regarding our organization's services, practices, interactions with staff or volunteers, or any other matter associated with our organization. Complaints may include issues related to communication, conduct, service delivery, program effectiveness, or any other relevant aspect.

Complaint Resolution Process

- **Reporting a Complaint:**
 - **Informal Resolution:** Community members are encouraged to first address their concerns directly with the staff member involved, if comfortable. If the issue remains unresolved or direct communication is not feasible, community members may proceed to the formal complaint process.
 - **Formal Resolution:** Community members should submit a written complaint via e-mail or mailed letter to the designated contact person within our organization, providing specific details, relevant dates, individuals involved, and any supporting documentation. The designated contact person will acknowledge receipt of the complaint within 7 business days and initiate an investigation. If an e-mail or mailed letter is not preferred or available, we can schedule a phone call.
 - Complaints should be submitted to the designated contact person within our organization.
- **Acknowledgment and Documentation:**
 - Upon receiving a complaint, the staff member will acknowledge the complaint, listen actively to the member's concerns, and offer an apology if appropriate.
 - The staff member will document the complaint, including the date and time of the complaint, the nature of the complaint, and any relevant details about the member's concerns.



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- **Investigation and Response:**

- The designated contact person or a responsible staff member will conduct a thorough and unbiased investigation, ensuring all relevant parties are heard and necessary information is gathered.
- The investigation will be carried out in a fair and confidential manner.
- A written and/or verbal response will be provided to the complainant within a reasonable timeframe, such as within 14 business days of receiving the complaint.
- The response will acknowledge the member's concerns, provide an explanation of any actions taken or to be taken to address the complaint, and offer an apology if appropriate.

- **Escalation:**

- If the member is not satisfied with the initial response, they may request a review of the complaint by a more senior person within the organization, such as the Executive Director or Board of Directors.

- **Confidentiality:**

- All complaints and responses will be documented and maintained in a confidential manner, in accordance with the organization's privacy policy.
- The organization will treat all complaint-related information with strict confidentiality, sharing it only with individuals directly involved in the investigation and resolution process.

- **Non-Retaliation:**

- CFGH-BFO H/P strictly prohibits any form of retaliation against community members who file complaints in good faith.
- Any reported instances of retaliation will be promptly investigated, and appropriate disciplinary action will be taken.

- **Harassment and Discrimination:**

- CFGH-BFO H/P is committed to maintaining a safe and inclusive environment for all individuals who interact with our organization.
- Complaints related to harassment or discrimination will be addressed in accordance with our policies and procedures, ensuring a fair and respectful process for all parties involved.
- We do not tolerate any form of harassment, discrimination, or offensive behavior towards community members, volunteers, or staff.



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- **Documentation and Review:**
 - The organization will maintain records of all complaints, including their resolution and any actions taken.
 - This policy will be periodically reviewed to ensure its effectiveness, and necessary updates or improvements will be made accordingly.
- **Training and Support:**
 - All staff members will receive training on this complaints policy and procedure, emphasizing the importance of respectful and effective complaint resolution.
 - The organization will provide staff members with access to training and support, such as conflict resolution training or mediation services, if needed.

Contact Details

If you have any questions or wish to submit a complaint, please contact our Social Service Manager (programs@bereavedfamilies.ca) and/or Executive Director (executivedirector@bereavedfamilies.ca). You may also submit feedback on our website under "Contact Us".

By adhering to this policy, we aim to address and resolve complaints in a timely, fair, and respectful manner, while upholding our values of respect, equity, and inclusivity.

Effective Date: July 1st, 2023