

GOOD NEIGHBOURS' CLUB

POLICY NAME: SERVICE COMPLAINTS

Approved by: Executive Director
Board of Directors

Approval Date: 16 June 2008
Reviewed Date:

Statement of Principles:

The Good Neighbours Club aims to provide excellent service to all its stakeholders. If shortcomings in our performance are identified by anyone, we welcome such information so that we may remedy what needs to be remedied. We will review all complaints in a timely and objective manner, take corrective action where necessary, document the complaint and action taken, and continue our striving for service excellence.

Summary of Policy:

The Policy on Service Complaints refers to all staff and volunteers engaged in the work of the Good Neighbours' Club.

Service complaints may refer to a perceived lack of professionalism or courtesy of a staff or volunteer toward a client or public.

Service complaints may refer to infringement, or neglect of action, by a staff or volunteer, on a Good Neighbours' Club policy to not tolerate racist, bigotted or other demeaning words or behaviours.

Service complaints may refer to infringement on the part of staff or volunteers on the Good Neighbours' Club's policy on individual's right to confidentiality and privacy.

General Principles:

We will receive all complaints as opportunities to identify service shortcomings and effect constructive improvements to our services.

All service complaints will be handled with maximum possible confidentiality.

All complaints will be addressed in a timely manner, with objectivity, and fairness toward both the person who lodges a complaint and toward the person against whom a service complaint has been lodged.

There will not be negative repercussion against anyone who lodges a complaint whether the complaint is justified or not.

All service complaints, and their resolution, will be reviewed and documented.

Criminal or unlawful activities will be reported to the police.

Complaints Procedures:

A complaint may be verbal and informal or written and formal.

A complaint may be addressed to a front line staff or service supervisor.

Any staff person receiving a complaint must document and report the complaint to a supervisor or Executive Director.

Documentation of a complaint must have the date the complaint was received, the time, the persons' involved, people who may have witnessed the incident, the action taken, and the person to whom the complaint was reported.

Any service complaint should be addressed immediately and a response/ resolution ought to be given to the complainant, upon completion of an investigation, within three days of the lodging of the complaint.

Where investigation delays the resolution of a service complaint, the complainant will be informed of the unavoidable delay and assured that the complaint is being investigated.

Where a complaint to a front line worker or supervisor or Executive Director is not resolved to the complainant's satisfaction, appeal can be made to the next level of responsibility, up to the Board of Directors or legal authorities.

The Executive Director will inform the Board of service complaints and actions taken.

Implementation Plan:

All new staff and volunteers will be informed of the organization's service complaint policy at the time of hiring.

All staff and volunteers will review every year, and agree in writing to follow, the Good Neighbours' Club's policies and procedures, including the policy and procedures on service complaints.

The policy on service complaint shall be posted on a bulletin board of the Good Neighbours' Club for the stakeholders' information.

The Executive Director will review complaint on a monthly basis and report on trends and resolutions to the Board of Directors on a quarterly basis.

Policy References:

The Service Complaints Policy has cross reference to on the policies on Staff Code of Conduct, Staff Conflict of Interest, and the policy on Confidentiality/Collection, Storage and Use of Personal Information.