



Alexandra Marine & General Hospital Foundation

Complaint Handling Policy

Introduction

This policy and procedure applies to complaints received by the Alexandra Marine & General Hospital Foundation (hereinafter “the Foundation”) about our activities, service, staff, directors or volunteers. It has been implemented to ensure that in the best interest of all parties complaints are dealt with promptly and resolved as quickly as possible.

Control Objectives

The objective of this policy is to minimize damage to the reputation of the Foundation and reduce the risk of litigation by handling complaints in a timely, effective and consistent manner.

Person Responsible

Foundation staff will be designated as responsible for the application of this policy, and to review this policy with the Governance & Compliance Committee annually as part of the Annual Compliance Audit Review to ensure that it continues to comply with charity laws, regulations, guidelines and best practices.

Foundation staff will provide this policy to all employees, directors, and committee members of the Foundation as part of their orientation.

Definitions

A complaint is an expression of dissatisfaction that alleges a grievance about the service, actions, or lack of action by the Foundation as an organization, or the conduct of staff, board members or volunteers acting on behalf of the Foundation.

Receipt & Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). The individual receiving the complaint is responsible to either resolve the matter or transfer it to another individual who can resolve it.

A complaint should include at least one of the three following elements:

- Complaint about the Foundation;
- Potential damage or damages suffered by the complainant; or
- Request for corrective measures.

Resolving the Complaint

Upon receipt of a complaint every effort must be made by the Foundation to resolve the complaint in a timely, effective, fair and respectful manner. Verbal complaints should be recorded when received and if not resolved immediately the complainant should be given a possible timeframe for resolution. Contact information including name, phone number and email contact should also be recorded.

Upon the receipt of a written complaint, the Foundation must send an acknowledgement letter to the complainant within 3 business days of receipt, with a copy to the Foundation Executive Committee. This letter must include the following elements:

- name of the person responsible for handling the complaint and
- the expected timeframe for action, if this can be determined, but attempts should be made for full resolution within 10 business days.

Complaints that cannot be easily resolved within 10 business days through the Foundation office, must be referred to the Foundation Executive Committee for further review and possible discussion at Board level.

Complaint File

- 1) All complaints must be recorded in the Complaint File which must, at least, include the following information;
 - Date of complaint;
 - Complainant's name;
 - Nature of the complaint and the circumstances;
 - Name of the person who is the subject of the complaint;
 - The name of the individual that handled the complaint; and
 - The date and conclusions of the decision rendered in connection with the complaint.
- 2) Records in the Complaint File must be maintained for a period of 5 years, following the resolution date.

Change of Procedures

Foundation staff must monitor the complaint file and ensure that appropriate measures are taken, if necessary, and provide recommendations for improving services, policies & procedures.

Foundation staff will report the status of complaints and their resolution to the Foundation Board at the regular board meetings.

Foundation Contact Information

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