

STANDARDS AND PRACTICES

Policy Name:	COMPLAINTS POLICY		
Approval Date:	June 18, 2014	ERCF Report #	BD 13/14
Approved By:	Board of Directors		
Review Date:	November 28, 2018	ERCF Report #	BD 11/18
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POLICY INTENT

The Essex Region Conservation Foundation's mission is improving our environment to enrich our lives. The Foundation is committed to engaging and interacting with our donors, corporate partners, government officials, volunteers, and the general public with integrity, ethics and superior governance and operating standards, in the act of carrying out our mission.

This policy is intended to ensure that concerns raised by any of our stakeholders are responded to promptly, transparently and fairly in accordance with the Foundation's high standards; and to assist in improving services, policies and procedures.

DEFINITIONS

A complaint is defined as:

- a) an expression of dissatisfaction about the actions, or lack of action, by the Foundation as an organization, or by a staff or volunteer acting on behalf of the Foundation
- b) complaints may come from the general public, donors, event participants, and/or volunteers

Examples include, however are not limited to:

- a) perceived failure to do something agreed upon;
- b) failure to observe policy or procedures;
- c) error made by a staff member/volunteer; or
- d) Unfair or discourteous actions/statements by staff member/volunteer

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PROCEDURES

1. It is in the interest of all parties that complaints are dealt with promptly, by the appropriate level within the organization, and resolved as quickly as possible. Review of complaints will be done in a fair, transparent, and impartial manner that is respectful to all parties.
2. Many concerns or informal complaints can be resolved easily and quickly, often at the time they arise, by speaking with or emailing the Director, Communications and Outreach (ERCA).
3. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately.
4. Where a complaint cannot be easily resolved, or if a member of the public wishes to make a formal complaint, they may do so in writing to the Executive Director or by email at foundation@erca.org or by mail to:

Privileged & Strictly Confidential
Essex Region Conservation Foundation
Attention: Executive Director
360 Fairview Avenue West, Suite 311
Essex, ON N8M 1Y6

5. If the complaint cannot be resolved by the Executive Director, or if the complaint relates to the Executive Director, the complainant may submit a formal complaint to the Chair of the Foundation by email at foundation@erca.org or by mail to:

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Essex Region Conservation Foundation
Attention: Chair of the Foundation
360 Fairview Avenue West, Suite 311
Essex, ON N8M 1Y6

6. On review, the Chair may deem the complaint to be frivolous or vexatious, or otherwise without merit and inform the complainant that no further action will be taken; or the Chair may elect to bring the complaint forward to the Board of Directors with a recommendation disposition which may include mediation.



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7. It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved on the same day it is received. Information about such complaints must be recorded. 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.
8. Complaints will be documented and kept in a file separate from any file related to the stakeholder. The Executive Director will track and respond to trends identified through the complaint resolution process. Complainants will be kept informed of the status of their complaint and will receive clear and understandable reasons for decisions relating to complaints.
9. A summary of the complaints received including number and type will be reported to the Foundation's Board of Directors annually.