

# Connect4Life

## Complaints Policy and Procedure

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### Purpose

This policy outlines the process for handling complaints from community members and service users. The aim is to ensure that all concerns are addressed promptly, fairly, and consistently, with a focus on maintaining trust, respect, and accountability.

### Scope

This policy applies to all community members, service users, volunteers, and any individual who interacts with the charity and has a complaint regarding the services provided or how they have been treated.

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### Policy Statement

We are committed to providing high-quality services to our community and service users. We value feedback and take complaints seriously to improve our services. We are dedicated to resolving complaints in a way that is respectful, timely, and aligned with our mission and values.

### Definition of a Complaint

A complaint is an expression of dissatisfaction by a service user or community member about the service, actions, or lack of action by the charity or its staff/volunteers.

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### Principles

- **Accessibility:** The complaints process will be easy to access, with multiple ways to submit a complaint (in person, online, via email, or by phone).
- **Confidentiality:** All complaints will be treated with the highest level of confidentiality, involving only those necessary to resolve the issue.
- **Fairness and Respect:** Complaints will be handled in a fair and respectful manner, ensuring the complainant is treated with dignity throughout the process.
- **Timeliness:** All complaints will be acknowledged within 5 business days and resolved within a reasonable timeframe (no longer than 30 days where possible).

- **Non-retaliation:** Service users and community members will not be penalized for submitting a complaint.
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## **Complaints Procedure**

### **Step 1: Submitting a Complaint**

Complaints can be submitted in the following ways:

- **By Email:** Send your complaint with the subject line "Complaint" to [info@connect4life.ca](mailto:info@connect4life.ca)
- **By Phone:** Call our office at 437-345-1336 to speak with our Executive Director.

Please provide as much detail as possible, including your name, contact details, the nature of your complaint, and any supporting information.

### **Step 2: Acknowledgment**

- The complaint will be acknowledged within 5 business days of receipt.
- A case number will be provided for tracking purposes.

### **Step 3: Investigation**

- A staff member, not directly involved in the complaint, will be assigned to investigate.
- This investigation may include interviews with relevant parties and review of documents.

### **Step 4: Resolution and Decision**

Upon completion of the investigation, a written report will be prepared with findings and recommendations. Both the complainant and the accused will be informed of the outcome within ten (10) business days of the investigation's conclusion.

### **Step 5: Appeal Process**

If the complainant is dissatisfied with the outcome, they have the right to appeal the decision by submitting a written appeal to the Executive Director or Board of Directors within ten (10) business days of receiving the decision.

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## **Confidentiality**

All complaints will be treated with strict confidentiality. Information will only be shared with individuals who need to be involved in the investigation and resolution process. Breaches of confidentiality by any party may result in disciplinary action.