

2.10 Complaints – Participants, Community Partners & the Public

Program Group:	Agency Standard - Universal
Program Specific	<input checked="" type="checkbox"/> Revised <input type="checkbox"/> Reviewed <input type="checkbox"/> New
Date:	May 2021

Policy

OneSky Community Resources views complaints as valuable feedback that helps us to learn and improve.

Complaints lodged by participants, community partner(s) and members of the public concerning the work of OneSky are heard and responded to in a respectful and timely manner.

Complaints by participants do not result in a barrier to services.

Reason for Policy

OneSky views complaints as valuable feedback that leads to individual and organizational learning. OneSky values direct communication, collaborative relationships and problem solving, and encourages concerns to be raised directly with the person involved, whenever possible.

OneSky recognizes that, from time to time, concerns or complaints may arise. An appropriate dispute resolution process is accessible to participants, community partner(s), and members of the public through this policy.

Procedure

1. Personnel are encouraged to discuss and resolve issues or concerns raised by complainants as they arise whenever possible. If personnel are unsure or require support they consult with peers, Team Leader/Program Manager or designates, and/or Directors.
2. If a complaint is made to a member of the board, the complainant is redirected to the appropriate person to ensure this process is followed.

Informal Resolution Process

1. The complainant attempts to resolve the issue informally with the person(s) involved whenever possible.
2. The complainant may request a meeting with the person involved and/or their supervisor to discuss and seek resolutions.
3. Where the concern is related to a supervisor or Team Leader, the dispute may be brought to the Program Director or designate to facilitate a discussion and seek resolution.
4. Where the concern is related to a Program Director, the dispute may be brought to the Executive Director or designate to facilitate a discussion and seek resolution.
5. If resolution is not achieved through the informal or facilitated process, the complainant may complete the Complaint form to initiate the formal dispute resolution process.

Formal Resolution Process

1. If the concern is not resolved through the informal resolution process, the complainant may complete the Complaint form and submit it to the Team Leader/Program Manager or designate or Director.
2. Where the concern is related to a supervisor or Team Leader/Program Manager, the complaint may be brought to the Director of Human Resources or designate to facilitate a discussion or seek resolution.
3. The complaint recipient, jointly with the Program Director, develop a timeline for investigation and resolution plan that is communicated to the complainant within five (5) working days of receipt of the written complaint. The investigation will include:
 - A meeting with the complainant to investigate and seek additional information, if necessary
 - A meeting with the person(s) named to put the complaint to them and to get their response
 - A meeting with the Program Director or designated to develop a resolution plan and communication for all parties involved
 - The Executive Director is informed all written complaints and may be consulted in the development of a resolution plan
4. The resolution is communicated to the parties within the timelines set in the investigation plan and generally within four weeks of receipt of the written complaint.
5. If the issue is unresolved or the complainant is not satisfied with the outcome, an appeal, in writing, may be brought to the Executive Director who will review the complaint and resolution and provide their decision within two weeks of the appeal requires.

Note 1: Serious complaints alleging negligence or abuse of participants or personnel are brought to the immediate attention of the Executive Director or designate.

Note 2: Complaints pertaining to the Executive Director are forwarded to the President or designate of the OneSky Board of Directors.

See: [Complaints – Participants, Community Partners, Public Form](#)
[Abuse & Neglect – Children policy](#)
[Abuse & Neglect – Vulnerable Adults policy](#)
[Abuse, Fraud & Waste policy](#)