

KOOTENAY BOUNDARY DIVISION OF FAMILY PRACTICE POLICY

Section: 4. INFORMATION MANAGEMENT

Subheading: 1. Communications

Policy Number: 4.1.4

Policy Title: Dealing with Complaints

Background

From time to time, individuals or organizations affected by the work of the Division may wish to express their concern or displeasure about the actions of the Division or one of its representatives (staff, contractor, or director). It is incumbent upon the Division to be attentive and responsive to critical feedback.

Policy Statement:

The Division will respond to formalized complaints in a timely manner, respectful of the complainant's concerns and of the risks of unfounded concerns. The process will be documented and follow a procedure outlined in the attached Guidelines.

Application Guidelines:

1. A representative of the Division, who is approached by a person with a complaint or concern will offer the complainant the option of formalizing the complaint to ensure that it will be addressed with due process. A complainant who declines to formalize a complaint will be advised that the concern will be communicated to the relevant people within the Division but that no feedback will be provided. A complainant who accepts the offer to formalize will be instructed to document their concern, provide her/his contact information, and provide a copy to the Division. A form may be provided for this purpose.
2. The documented complaint will be forwarded to the Executive Director.
3. The Executive Director will share the information contained in the form with the relevant people within the Division
 - a) Complainant should be directed to relevant staff person and/or the Executive Director.
 - b) Complaint should be heard with respect and the essentials of the situation should be documented.
 - c) Feedback should be provided either using specific information or, in the case of confidential issues like staff behavior, with the assurance that the matter has been addressed.
 - d) Board may act as "court of appeal" if complaint cannot be dealt with at the staff level.

Responsibility: Board of Directors

Reference:

Approved by: Board of Directors

Date: March 22, 2017

Reviewed/Revised by:

Date: