



sunshine coast regional economic development organization

Public Complaint Process Policy

Overview

The purpose of this document is to outline the procedures as they apply to complaints received by the Sunshine Coast Regional Economic Development Organization (SCREDO). It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible. Review of complaints is fair, impartial and respectful to all parties and follows the process outlined in this document.

SCREDO takes complaints seriously as complaints can be used to assist in improving services, policies and procedures.

Types of Complaints Definition:

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by SCREDO as an organization or a staff member or volunteer acting on behalf of SCREDO. Examples include but are not limited to: - perceived failure to do something agreed upon; - failure to observe policy or procedures; - error made by a staff member/volunteer; or - unfair or discourteous actions/statements by staff member/volunteer. Complaints do not include things such as: a failure for a proposal or a support request to be funded or an individual not being hired for an advertised service contract.

However, anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by email) to either the program manager (pm@scredo.ca) or to any director.. Upon registry of any complaint (verbal or by email) basic contact information including name, phone number and email address should immediately be recorded.

If a complaint is registered by email, the email should outline the nature of the complaint. A standard response to the email will be issued by SCREDO within three business days. This response will indicate that we have received the complaint. If a timeframe for action can be determined, that should be included in the acknowledgement.

It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. Based on the severity or urgency in the nature of the complaint, we will offer the complainant the following options:

- A. Invitation for a meeting with the program manager or board chair
- B. An invitation to address this concern with the appropriate board member at our next board meeting
- C. A phone call or email replying with substantiated response to the complaint with a copy of our public documents outlining our public policies and our public strategic plan.

Throughout the process, complainants should be: advised of their options to escalate their complaint to another director if they are dissatisfied with treatment or outcome b) provided clear and understandable reasons for decisions relating to complaints and c) provided with updates (if requested) during the review processes.

At the bottom of our reply to any complaints, there will be a disclosure statement of the following nature:

“Our board is made up of appointed executive volunteers attempting to deliver a strategic plan approved annually by all four local governments”

While SCREDO will hear any complaints that are included in the definition above, any complaints of a legal nature should also be directed to the appropriate legal level and pursued concurrently through these alternate channels.

Resolving the Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff or board members should listen and seek

to understand the complaint. In some cases, they may attempt to, and resolve it, immediately. The resolved complaint should be entered in the complaint worksheet (see “documenting the complaint”)

Where a complaint cannot be easily resolved, it should be escalated to the relevant member of authority and an appropriate plan of action for resolution will be presented (see above). Every attempt will be made to resolve escalated complaints as soon as possible with the hope that all complaints are resolved within a month of having been received.

Documenting the Complaint

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 immediately.

Information about such complaints will be recorded on a complaints worksheet that all BOD members have shared access to. The worksheet includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, whether the complaint was escalated and transferred and a description of the resolution.