

Complaints Policy

This policy and procedure apply to complaints received by Terra Centre for Teen Parents about our activities, programs, services, staff or volunteers.

Guiding Principles

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.
- Complainants are advised of their options to elevate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants during review processes if required.
- Complaints are 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 Terra as an organization or a staff member or volunteer acting on behalf of Terra.

Examples include but are not limited to:

- perceived failure to do something agreed upon.
- failure to observe policy or procedures.
- an error made by a staff member or volunteer.
- unfair or discourteous actions/statements by staff member or volunteer.
- unsatisfactory service.

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

Complaint Receipt and Procedure

A complaint may be received orally by phone or in person, or in writing by mail or fax or by email to privacy@terracentre.ca. Anonymous complaints will not be investigated.

When receiving an oral complaint, staff will listen and seek to understand the complaint and may attempt to resolve it immediately.

Basic contact information including name, phone number and email address and a summary of the complaint will be recorded and held on file for one (1) year or until the



complaint has been resolved, unless the complaint is related to a matter that falls under other privacy policies and/or legislation. This information will be used only for contacting the complainant.

If the complaint cannot be resolved by the staff member or the complaint is in writing, the staff member who receives a complaint will determine the appropriate Director or Manager to handle the complaint. The Director or Manager will, within two (2) working days, advise the complainant that the complaint has been received and is being investigated. An estimated date to respond to the complainant will be provided.

Every effort will be made to resolve complaints received in a timely fashion. Whenever possible, complaint investigations and responses will be completed within 10 business days.

Where a complainant states that she/he is not satisfied with the proposed resolution, it will be forwarded to the Executive Director. Where a complainant states that she/he is not satisfied with the resolution proposed by the Executive Director, it will be forwarded to the Board Chair. Complainants will be kept informed of the status of their complaint. Every attempt will be made to resolve complaints forwarded to the Executive Director and/or Board Chair within an additional 10 business days so that all complaints are resolved within a month of having been received.

If the complaint is about the Executive Director, Board members, or Board policies, it will be forwarded to the Board Chair for investigation and response.

Terra will maintain a record of received complaints including updates of its progress and the final outcomes. A summary of the complaints received, including the number, type and disposition will be reported to the Board annually.

This Complaints Policy will be made available on Terra's website.