

## Complaints

### POLICY:

SSICS will provide a safe, confidential and fair process to receive and review complaints from employees, program participants, community members, and volunteers. Complaints will be investigated and responded to in a timely manner. SSICS' complaint policy and procedure will be written in plain language and will be readily available.

### PROCEDURE:

1. Complaints will be made in writing to the supervisor or Executive Director as soon as possible after the incident.
2. When the complaint is specific to the Executive Director, it will be made in writing to the Chair of the Board of Directors.
3. Complaints and appeals will be investigated and a response given, whenever possible, within 14 days.
4. Each person involved with the complaint will be notified when the complaint is made, and will also be informed of the outcome (to the extent that this is possible and appropriate).
5. A decision regarding the outcome may be appealed in writing within 30 days. A response to the appeal will be forthcoming, whenever possible, within 14 days. If there is still no satisfactory resolution, the complainant may appeal to the Executive Director in writing.
6. The complaint and the resolution will be documented and shared with the Executive Director, and the documents will be dealt with according to Management and Administration Policy 3.3, Records Retention and Destruction.
7. Complainants will not experience any negative consequences for bringing forth a complaint through the established policy.
8. Terms of the collective agreement will determine complaint procedures involving unionized employees.
9. In some cases, SSICS may have a legal duty to report to authorities (e.g. criminal behavior, child abuse).