



# CHED Santas Anonymous Incorporated

Operating as: 630 CHED Santas Anonymous

**Policy Category & Number:** 31

**Policy Name:** Complaints Policy and Procedure

**Purpose:**

This policy and procedure is to provide an avenue for ..... 630 CHED Santas Anonymous (Santas Anonymous)

**Authority:**

**Policy:**

a. 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 escalate their complaint if they are dissatisfied with treatment or outcome.
  - Levels to elevate up the chain
    - Manager
    - Executive Director
    - Appropriate Committee Chair
    - Board Chair
- Complainants are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants during review processes.
- Complaints are used to assist in improving services, policies and procedures.
- All complainants are required to be respectful, honest and kind in the complaint process.
- Santas Anonymous reserves the right to record any phone calls regarding complaints

b. **Types of Complaints**

Definition: A complaint is an expression of dissatisfaction about non-compliance with a Policy, Guideline or procedure for service, actions, or lack of action by Santas Anonymous as an organization or a staff member or volunteer acting on behalf of Santas Anonymous.

Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy, guideline or procedure;

- significant error made by a staff member or volunteer;
- unfair or discourteous actions/statements by staff member or volunteer

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

At Santas Anonymous, the following are not considered actionable complaints:

*Examples such as but not limited to:*

- dissatisfaction with the toys/gifts their child received
- hours of operation

### **c. Complaint Receipt and Handling**

A complaint may be received verbally (by phone or in person) or in writing (by mail or email) Complaints received via a social media post should be taken offline and managed in Messenger, via email or a phone call if appropriate.

An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge required to address the complaint. 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. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it. This action must take place within 1 business day.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another employee. If a timeframe for action can be determined, that should be included in the acknowledgement. Basic contact information including name, phone number and email address should immediately be recorded.

### **d. Resolving the Complaint**

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be escalated to the relevant senior staff person. If the senior staff person cannot resolve the complaint, it will be escalated to the Executive Director. If the complaint is about the Executive Director, the Chair of the HR Committee will handle it. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

### **e. 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 (on the same day it is received). Information about such complaints must be recorded on the complaints tracking worksheet. Information recorded on the

worksheet include a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

A summary of the complaints received and their resolutions including number and type will be reported by the Risk Management Committee to the Santos Anonymous Board of Directors annually.

**Approval:** Fall, 2020

**Review:** This policy will be reviewed, at minimum, two (2) years from its last review and approved date.