

	POLICY Number: ADM-10-003 Title: COMPLAINTS POLICY
Authorization [X] President and CEO	Source: Chief Finance/Operating Officer Cross Index: Whistle Blower Policy Date Approved: January 2017 Date Revised: Date Effective: January 2017 Date Reaffirmed: April 2018 Scope: JPCHF

Any PRINTED version of this document is only accurate up to the date of printing. Jim Pattison Children's Hospital Foundation (JPCHF) cannot guarantee the currency or accuracy of any printed policy. Always refer to the Policies and Procedures webpage for the most current versions of documents in effect. JPCHF accepts no responsibility for use of this material by any person or organization not associated with JPCHF. No part of this document may be reproduced in any form for publication without permission of JPCHF.

OVERVIEW

From time to time, JPCHF may receive complaints about the quality of service related to the Foundation's policies and procedures, the application of those policies and procedures, or the conduct of the Foundation or its representatives.

1. PURPOSE

The purpose of this policy is to create a transparent and fair method of receiving and responding to external complaints.

2. PRINCIPLES

JPCHF believes that it is in the interest of all parties that:

- Complaints are dealt with promptly and resolved in a timely manner.
- The review of complaints is fair, impartial and respectful to all parties.
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants are provided a clear and understandable reason(s) for decisions relating to complaints.
- Updates are provided to complainants during review processes.
- Complaints are used to assist in improving services, policies and procedures.

3. SCOPE & APPLICATION

This policy applies to complaints from the Foundation's public stakeholders, such as donors or community volunteers, who have complaints that the Foundation is not complying with its policies and procedures, including matter addressed in the *Imagine Canada Standards*.

This policy pertains only to or was created for external stakeholders of the Foundation. Internal, non-employment complaints should be reported through Management under the Foundation's *Whistleblower Policy*, as appropriate. Employment-related concerns should continue to be reported through supervisors and the Human Resources department.

4. POLICY & PROCEDURE

JPCHF will post a reference to its complaints policy on the Foundation website, with instructions to send an email to the Foundation or to call the Foundation office. JPCHF will keep a log of any reported complaints, whether received by email, telephone or mail. This log will be maintained by the Office Administrator. Although a complainant is not expected to prove the truth of an allegation, a complainant should be able to demonstrate that he or she has made a report in good faith.

Any complaints which cannot be dealt with immediately by the receiving person will be referred to the appropriate person within the Foundation (or, rarely, the Board). That person will respond to the complaint, to acknowledge receipt, within 2 days. If a resolution within that time frame is not possible, the complainant will be made aware that their concern is being investigated and a response will be forthcoming as soon as possible.

A summary of the complaints received including number and type will be reported to the President and CEO as well as JPCHF Board of Directors annually.

5. REFERENCES

Imagine Canada Standards Program

6. POLICY MANAGEMENT

The management of this policy including policy education, monitoring, implementation and amendment is the responsibility of CFO/COO.

7. NON-COMPLIANCE/BREACH

Non-compliance with this policy will result in a review of the situation. Repeated non-compliance may result in disciplinary action up and including termination of employment.