

SECTION B: BUSINESS ADMINISTRATION

B: 4 COMPLAINTS BY THE PUBLIC

POLICY

Complaints lodged by members of the public in regards to staff and/or the projects of the CMHA - PA Branch shall be resolved as openly, courteously and promptly as possible.

PROCEDURE

For the purposes of this manual, a complaint is seen as a formal statement of accusation. This in no way precludes responding professionally to expressions of dissatisfaction. Where a situation may be unclear, staff shall consult with the Executive Director.

The Executive Director will maintain a written record of each complaint, course of action and its resolution. The Executive Director will report to the Board of Directors at least once per year the number and nature of the complaints. All complaints of a legal or alleged criminal nature will be communicated to the Board of Directors at the next Board meeting.

A follow-up letter will be written to the complainant outlining the course of action and resolution.

If the complainant still feels the issue is unresolved, they will be asked to put the complaint in written form and give it to the Executive Director.

Documentation of alleged criminal behaviour or serious impropriety will be submitted to the Executive Director.

All complaints received by the staff shall be immediately communicated to the Executive Director.

Where a complaint is in regards to a project's philosophy or activities, the Executive Director shall discuss the situation openly and promptly with the complainant, and seek to appropriately resolve the issue.

Where a complaint is against the Executive Director, the complainant will submit a written letter of complaint, in a sealed envelope, addressed to the Board of Directors, marked "confidential", and delivered to 3178 2nd Avenue, Port Alberni, BC V9Y 4C3