



Complaints Policy

Purpose:

The purpose of this policy is to provide a process that community members external to Brown Bagging for Calgary's Kids (BB4CK) may use to express dissatisfaction regarding a service, action, or decision taken by BB4CK or the way duties are carried out by employees and volunteers.

Scope:

This policy applies to persons external to BB4CK. Complaints must meet the criteria of the definition provided in the "Definitions" section of this policy document.

Brown Bagging for Calgary's Kids (BB4CK) aims to resolve complaints as outlined in the procedures below and is committed to addressing complaints promptly, professionally, and consistent with organizational policies and values.

All complaints submitted under this policy will be acknowledged, given due consideration and investigated in a timely manner appropriate to the circumstances.

BB4CK will not respond to anonymous complaints or when a complaint is found upon investigation to have no reasonable grounds.

No person(s) about whom a complaint is made will ever be responsible for handling the investigation of the complaint.

Definitions:

Complaint is defined as a written submission of a dissatisfaction with a service, action, or decision taken by BB4CK or the way duties are carried out by employees and volunteers of BB4CK on behalf of BB4CK.

Investigation is defined as the process that BB4CK takes to gather and review information relating to the complaint.

Resolution is defined as the result of the investigation process taken by BB4CK to address or resolve the complaint submitted to the organization.



Procedures:

Submitting a Complaint

Complainants are required to include their name, information detailing the nature of the complaint, persons involved, and any supporting documentation. Where requested, the Executive Director or designate will explain the policy and its use to the complainant.

Complaints must be submitted in writing in one of the following ways:

Email: chair@bb4ck.org OR

Mailing Address: #110, 909 - 11 Ave SW, Calgary AB, T2R 0E7

Where there is an inability to submit the complaint in writing, accommodations will be made based on individual needs, where requested. Complainants are welcome to use an advocate or interpreter to help them at any time during the complaints process.

If the complaint appears to relate to discrimination, harassment or violence, then on receipt of the complaint, the Executive Director or designate will provide a copy of the harassment policy and supplemental complaint form.

Brown Bagging for Calgary's Kids will respond to all complaints within 5 business days, or will provide written notice and reason for extension.

Complaint Resolution

Upon the receipt of a complaint under this policy, the Executive Director or designate will undertake a fair and impartial investigation.

Where the complaint is about the Executive Director, the complaint will be referred to the Chair of the Board. Where a complaint is about a member of the Board, the complainant will be referred to the Chair of the Board. When a complaint is about the Chair of the Board, the complainant will be referred to the Vice Chair. Complaints related to the violation of board governance policies are reviewed by the Board of Directors.

The investigation into a complaint includes gathering and reviewing information, and conducting interviews with the complainant and any other persons identified or involved in the complaint. All aspects of a complaint will be handled in confidence. However, if the complaint involves allegations of illegal or unethical behavior, information may need to be shared with external authorities. At all



times, the complainant will be treated with respect. The complainant will be kept informed of the status of their complaint, the investigative steps being followed, and expected timelines for resolution.

Complaint resolution decisions will be provided in writing. Investigations will be completed when possible within 60 days. If further time is required, notice of that timeline will be provided. If a complainant is dissatisfied with the complaint resolution decision, they are invited to escalate their complaint to the Board Chair. The Board Chair must confirm receipt within 5 days. At this point, the Board Chair will assess if the complaint policy has been followed.

Record Keeping

Complaints and related documentation, including the complainant's name and contact information, details of the complaint, name of person responding to and/or investigating the complaint, investigation outcome, and the resolution of the complaint, will be retained in a confidential file by Brown Bagging for Calgary's Kids.

Monitoring and Compliance:

The ED or designate will report aggregated/summarized complaints to the Board on an annual basis. Should there be a complaint of a significant risk to the organization, exposing the organization to liability, risk, or reputational harm, the ED or designate will report to the Board Chair immediately.