

Hamilton & District Extend-A-Family



Policy and Procedure Concerning Agency Complaints

On receipt of a complaint from a member family, staff person, volunteer, or related professional, the information is to be forwarded to one of the Staff Coordinators.

If the Staff Coordinator determines that the complaint can be easily resolved, whether received verbally or on a Complaint Form, they are to do so, and follow through by completing a Complaint Report. The Complaint Report is to be signed off by the Executive Director and filed appropriately. The staff member will follow up with the complainant and provide them with a copy of the Complaint Report.

If the Staff Coordinator determines that the verbal complaint is of a serious nature they will request that the complainant complete a formal Complaint Form. It may be beneficial to offer to assist with completion of this form. Written complaints may also be received through the form attached to the Extend-a-Family website.

Once the Complaint Form is received, the Staff Coordinator will evaluate risk level of the complaint utilizing the Complaint Assessment Guide. If the risk is determined to be low, the complaint and resolution may be handled by the Staff Coordinator. A Complaint Report will be completed and attached to the complaint. The completed report will be forwarded to the Executive Director for signature. A staff member will follow up with the complainant and provide them with a copy of the Complaint Form.

The originals will be signed off by the Executive Director or Board Chair. The appropriate Staff or Board member will follow up with the complainant and provide them with a copy of the Complaint Report. The originals will be filed appropriately.

Should the complaint alert the agency to an incident that requires intervention by external professionals, the process for Incident/Accident Reporting is to be followed.

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