

Community Care of West Niagara – Operational Policy

403 COMPLAINT RESOLUTION POLICY- UPDATE DRAFT

PURPOSE

Community Care of West Niagara is committed to providing quality service and support to our community. Complaints may arise from time to time, and we are dedicated to addressing them promptly and effectively.

DEFINITION AND SCOPE

A complaint is an expression of dissatisfaction with the services, facilities, or actions provided by CCWN, and can occur between two or more parties. Examples include:

- i. An employee and another employee.
- ii. An employee and a volunteer, client, community stakeholder, or Board member.
- iii. An employee, a volunteer, or a client and the employer as to the interpretation, application or administration of CCWN's Policies and Procedures.

A complaint may be received verbally (by phone or in person) or in writing (by mail, or email). All complaints will be received by the Executive Director or a designate. It is the responsibility of the Executive Director or designate to either resolve complaints, or if directly implicated, transfer it to another person who can resolve it.

PROCEDURE

The person who initially receives the complaint will acknowledge to the complainant that the complaint has been received, and it will be acted on either by themselves or another staff member.

If the complaint is transferred, the recipient must acknowledge to the transferor that they have received it and will act on it.

A timeframe for action will be included in the acknowledgement if it can be reasonably determined.

If a verbal complaint is received, every reasonable effort will be made to address it immediately.

Complaints received in writing will be acknowledged within 2 business days, with efforts being made to investigate and resolve the matter within 2 weeks.

Where a complaint cannot be easily resolved by the person who initially receives the complaint, it will be relayed to the Executive Director. At which point, the Executive Director will investigate and endeavor to resolve the complaint within two (2) weeks.

If the complaint is about the Executive Director, it will be referred to the President of CCWN.

A complaint regarding the President or any CCWN Board Member by the Executive Director may be brought directly to the Vice-President and/or any CCWN Board Member.

Complainants will be kept informed of the status of their complaint.

RECORDS

All parties involved will document basic contact information (ie: name, phone number, email) and record significant details pertaining to the matter.

A record of information on all complaints received will be retained. Information includes a description of the complaint, the person who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution and any follow up required.

A summary of the complaints is provided annually to the Board of Directors for their awareness of the nature and number of complaints received.

CONFIDENTIALITY

All complaints will be handled with the utmost confidentiality, with information shared only with those directly involved in the investigation and resolution process. Complainants will not face any repercussions for their complaints.

For inquiries or complaints, please contact:

Carole Fuhrer
Executive Director
Community Care of West Niagara
4309 Central Ave Beamsville On
P.O. Box 171 Beamsville Ontario L0R 1B0
905-563-5822 (x5)
carole@communitycarewn.ca

Any individual, donor, member of the public, provincial association, affiliate food bank, and/or business who may have a complaint can also file complaints with Food Banks Canada directly and/or anonymously, either by phone at 1 877 280 0329 or by e-mail at complaints@foodbankscanada.ca.

IMPORTANT CONSIDERATIONS

It is possible, that while addressing complaints that conditions intensify and direction may be required beyond the scope of this particular policy.

See Ops Policies 203, 204, 205, 400, 405, 411, 414 as resources for more information.

Updates Approved at CCWN's Board of Directors Meeting	TBD
Approved at CCWN's Board of Directors Meeting	January 20 th 2021

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