

| STATEMENT of POLICY and PROCEDURE | | | |
|--|----------------------------|------------|------------------------------|
| Chapter: | Human Resources | Policy No. | HR 6.02 |
| Section: | Other | Issued: | DRAFT |
| Subject: | CUSTOMER COMPLAINTS | Effective: | |
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| Issue to: | All Manual Holders | Reviewed: | Annually January 15, 2026 |
| Issued by: | Board of Directors | Dated: | June 12, 2012 |

1 POLICY

1.01 Complaints are an important way for the Glengarry Inter Agency Group (“GIAG”) to be made accountable to the wider public and provide valuable information to review its performance as a whole;

1.02 Customers who express any concerns, or lodge a formal complaint under this policy, or who provide information regarding a complaint under this statement of policy and procedure may do so without fear of retaliation or reprisal. Any such conduct will be subject to immediate corrective action.

2 PURPOSE

2.01 The purpose of this policy is to enable GIAG customers to make complaints, enable its employees to effectively handle and resolve complaints under their jurisdiction, and to provide a process to collect, collate and retrospectively analyse complaint data to continuously improve operations.

3 SCOPE

3.01 This statement of policy and procedure applies to all employees.

4 RESPONSIBILITY

4.01 Managers are responsible for:

- Ensuring the complaints process is effectively administered;
- Ensuring all staff are appropriately trained in complaints management;
- Ensuring that recommendations made through investigation reports and internal reviews are actioned;
- Maintaining an accurate complaints record;
- Managers are responsible for investigating and responding to complaints in a timely manner regarding perceived issues or concerns raised through this procedure;
- Managers are responsible for informing the Executive Director complaints raised through this procedure as well as the results of the investigation;

4.02 The Chair or the Board of Directors are responsible for:

- Investigating and responding to situations where the Executive Director cannot intervene or when the customer is unsatisfied with the response of the Management Team.

4.03 Employees are responsible for:

- Handling complaints in accordance with the company’s Customer Complaint Procedure;
- Maintaining accurate complaint records

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5 DEFINITIONS

None.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Ontario Human Rights Code

[HR 4.01](#) — Employee Relations Principles

7 PROCEDURE

7.01 Complaints must be recorded on the Compliments, Complaints and Feedback Form available in paper copy at the GIAG Reception Desk or on the website.

7.02 Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children, is required under Section 125 Duty to Report of the *Child, Youth and Family Services Act* to report suspected cases of child abuse or neglect.

Persons who become aware of such concerns are advised to contact the local Children's Aid Society (CAS) directly. For more information, visit
<http://www.children.gov.on.ca/htdocs/English/childrensaid/reportingabuse/index.aspx>

7.03 Formal Problem-Solving

| Responsibility | Action Required | Time Limit |
|---|---|----------------------------------|
| Step 1. Customer and Manager | Review and discuss written complaint. If unresolved to the customer's satisfaction, proceed to step 2. | As soon as possible |
| Step 2. Manager or Executive Director | Investigate and respond to the written complaint. If unresolved to the customer's satisfaction, proceed to step 3. | Within five (5) days |
| Step 3. Chair of the Board and/or Board | The Executive Director will consult with the Chair Board of Directors and/or Board, investigate and respond to the situation. If unresolved, proceed to step 4. | Within ten (10) days. |
| Step 4. Chair of the Board of | Recruit and work with a | Until all parties are satisfied. |

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| Directors and Customer | mediator to resolve the issue. |
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8 ATTACHMENT

[GIAG Feedback Form pdf fillable version](#)

[GIAG Feedback Form word version](#)