

STANDARDS OF CONDUCT

2.3.1 (a) COMPLAINTS POLICY

Complaints and Accessible Service Feedback Procedure

Your satisfaction and safety is important to the Bernard Betel Centre. We welcome your concerns, feedback or complaints so we can remedy problems and improve our services and programs. In addition, we also appreciate your positive feedback so we know what is also working well.

If you wish to make a complaint or provide us with feedback on the accessibility of our services please follow the procedure outlined below. If you need assistance on these or other matters please call the Director of Finance/Human Resources at 416-225-2112 Ext. 135. If complaint involves suspected or witnessed abuse or anything that may constitute a criminal offence, please contact the police immediately.

Making a Complaint or Providing Feedback

Whether your concern is with a staff person, another volunteer or member often a simple conversation can resolve the issue or concern. As a first step, if you are comfortable doing so, please contact the person or department responsible for the matter and explain your concerns in person or by telephone. If you do not know who to talk to about the matter, call the Director of Finance/ Human Resources at 416 225-2112 Ext. 135 and explain the situation. You will then be directed to the staff person who can best help you.

You can explain your views or concerns on the telephone and then will be asked to complete the Complaints and Accessible Service Feedback Document by writing a letter and submitting it to the Bernard Betel Centre. (Go to the end of this document for information on how to submit your completed letter.)

If you need assistance or to help you feel more comfortable in providing feedback or making a complaint, please ask for help from a friend or family member you trust.

Once Your Initial Complaint or Feedback Has Been Received

We aim to resolve complaints and address your concerns as quickly and informally as possible. The Bernard Betel Centre staff member who is best able to help will contact you by telephone or email within three (3) working days to discuss your complaint/feedback. An in-person meeting may be arranged if needed to resolve the situation. When you meet to discuss your complaint or feedback, you may bring a friend or family member to help you.

The Bernard Betel Centre aims to address feedback and resolve complaints within five (5) working days after the issue has been discussed in person. More serious concerns or complaints may take longer to resolve. Serious or complex complaints will receive a response in writing from the Bernard Betel Centre.

If Your Complaint Remains Unresolved or Your Feedback Was Not Addressed

After speaking with the staff person responsible for the matter you can request a meeting with either the Executive Director or Director of Finance/Human Resources, or the Manager responsible for program related issue(s).

Your meeting request must be made in writing. In your letter, please outline:

- Why you feel the issue has not been resolved. (Go to the end of this document for information on how to submit your letter.)

When your meeting request has been received, staff will discuss the situation with the Executive Director and/or Director of Finance Human Resources. The Executive Director and/or Director of Finance/Human Resources or relevant Director will contact you by telephone or email within three (3) working days to discuss the situation. An in-person meeting may be arranged if necessary to resolve the situation. When you meet to discuss your complaint or feedback, you may bring a friend or family member to help you.

Within five (5) working days following the meeting, you will receive a letter outlining the decision of the Executive Director or the relevant Director outlining a decision and any actions to be taken.

Further Consideration of Feedback or Complaints

If your complaint continues to remain unresolved or you feel your feedback was not addressed by the Executive Director or the relevant Director you can write to the Chair of the Bernard Betel Centre Board of Directors to inform them of the situation.

Guidelines for Submitting Your Complaints and Feedback Letter

1. Be sure to sign and date your completed letter and include your telephone number so we can respond quickly and know who to contact to resolve the situation.
2. Indicate clearly in the subject line of your email or in the address of your letter to whom you are sending the letter. Depending on the stage of the complaints/feedback process, you should send the letter as follows:
 - Initial complaint/feedback:
 - *“Attention: Bernard Betel Centre Complaints”*
 - Requesting a meeting with the Executive Director or Director of Finance/Human Resources:

- *“Attention Bernard Betel Centre Complaints – Executive Director / Director of Finance Human Resources”*

3. How to submit your letter:

- Email your letter to: Executive Director and or Director Finance/Human Resources
- Print your completed letter and submit it:

By Mail: Bernard Betel Centre
1003 Steeles Avenue, W
Toronto, Ontario M2R 3T6
Confidential: Complaints/Executive Director or Director of Finance/Human Resources

In-person: Bernard Betel Centre
1003 Steeles Avenue, W.
Toronto, Ontario M2R 3T6
Confidential: Complaints/Executive Director or Director of Finance/Human Resources