



Complaint Policy for Black Creek Youth Initiative

YOUR RIGHTS TO MAKE A COMPLAINT

At Black Creek Youth Initiative, we are committed to providing the highest quality programs and services to our youth participants. However, we understand that there may be times when individuals may wish to file a complaint about our services or staff. We take all complaints seriously and strive to address them in a timely and effective manner.

A complaint is a verbal or written expression of a dissatisfaction concerning Black Creek Youth Initiative services or practice.

It is the policy of Black Creek Youth Initiative to receive, address, respond to and report on complaints from any stakeholder. To that end, the following procedures shall apply:

1. Complaints addressed to the Executive Director: The Executive Director is delegated by the Board of Directors to address all complaints brought to his/her attention by staff, clients, and volunteers, including placement students, as well as the general public. The Executive Director will address the complaint within ten business day with the intention of resolving it to the satisfaction of the complainant, without prejudice to the interests of The Black Creek Youth Initiative.
2. Complaints of a general nature addressed to an Officer or Director: In the event a complaint is brought to the attention of an Officer or Director of the Foundation by staff, clients, volunteers, or a member of the general public, the Officer or Director shall refer the complainant to the Executive Director within five business days. The Executive Director will address the complaint within ten business days, with the intention of resolving it to the satisfaction of the complainant, without prejudice to the interests of Black Creek Youth Initiative.
3. Complaints referred to the Board: Complaints that are brought to the attention of the Executive Director by staff, clients, volunteers or a member of the general public shall be referred to the Board of Directors by the Executive Director at the earliest opportunity if, in the opinion of the Executive Director, the complaint is of sufficient importance to warrant the Board's attention or if the complaint is against the Executive Director. In months when a Board meeting is not scheduled (July, August, December), the Executive Director will contact the Chair and/or the members of the Executive Committee within ten working days, or immediately in any case if the issue poses a reputational risk to the Foundation
4. Complaint resolution by the Board: The Board of Directors shall address all complaints in a manner the Board deems appropriate (e.g., appointment of an ad hoc Committee to deal with the matter, delegation of the Chair or other Officer to address the complaint, etc.), providing the resolution of the matter is reported to the Board of Directors at the earliest opportunity and the Board approves of the resolution as recommended by the Committee or delegated Officer.



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5. Appeals of Executive Director's decisions regarding a complaint: In the event that a complainant is not satisfied with the decision of the Executive Director in respect to any complaint, the complainant will be informed by the Executive Director that the complainant may appeal the decision of the Executive Director to the Board of Directors by communicating in writing said appeal to the Chair of the Board of Directors within thirty (30) days of being informed of such right of appeal by the Executive Director. The Chair or other Officer will bring the appeal to the attention of the Board at the earliest opportunity.

6. Appeals---handling of by the Board: The Board of Directors shall address all appeals in a manner it deems appropriate (e.g., appointment of an ad hoc Committee to deal with the appeal, delegation of the Chair or other Officer to address the appeal, etc.), providing the resolution of the appeal is reported to the Board of Directors at the earliest opportunity and the Board approves of the resolution as recommended by the Committee or delegated Officer.

7. Appeals---Board action in the event a recommendation for the resolution of an appeal is not approved by the Board: If the Board of Directors does not approve of the resolution of any complaint or appeal recommended to it by the Executive Director, ad hoc Committee, or delegated Officer, the Board in its sole discretion will resolve the matter to its satisfaction, without further appeal.

8. Access to the Ontario Ombudsman: In the event that a complainant is not satisfied with the attempted resolution of his/her complaint by the Board, he/she may take his/her complaint to the Ontario Ombudsman, at 1-800-263-1830 or ombudsman.on.ca

9. Complaints Regarding the Executive Director: All complaints made regarding the Executive Director, no matter what the source, shall be referred by the Executive Director to the Chair of the Board of Directors, assuming the Executive Director is aware of the complaint. All complaints about the Executive Director, which the complainant does not wish to be disclosed to the Executive Director, shall be directed to the Program Director for the sole purpose of providing contact information about the Chair to the complainant. In this case, the identity of the complainant shall not be disclosed to the Executive Director by either the Program Director.

Review:

This policy will be reviewed annually by the Executive Director and the Board of Directors to ensure that it is relevant and effective. Any necessary changes will be made in consultation with stakeholders.