



COMPLAINTS POLICY & PROCEDURE - EXTERNAL

(External means for clients, service users, and community members)

Board Approved: December 9, 2020

POLICY

External persons such as service users, clients, and other community members are encouraged to express their concerns and complaints about the services and programs offered by Elizabeth Fry Toronto (E Fry Toronto). E Fry Toronto shall provide and make accessible this policy and procedures, to encourage the resolution of concerns and complaints relating to the rights of service users, clients, and community members. Those who express their concerns or complaints should receive a respectful and timely response in keeping with the procedures outlined below. When possible, the response will indicate any changes that will occur or reason(s) why changes cannot occur following the complaint process. We encourage concerns and complaints to be brought forward in good faith and are supportive of respectful dialogue to resolve any concerns or complaints.

This policy and these procedures are for external persons (not employees) such as clients, service users, and community members. For any complaints or concerns from staff (internal), please refer to the internal policy and procedures, including the collective agreement for those staff in the bargaining unit.

PROCEDURES

1. We encourage a complainant to first attempt to address and settle any concern(s) through discussion with the E Fry Toronto staff person/volunteer with whom you have the concern or complaint.
2. Wherever possible, concerns or complaints will be concluded in a timely manner, ideally no longer than 3-months from the time the concern or complaint was brought forward.
3. Information about this policy and copies of the complaint forms will be made available to complainants in hard copy and electronic copy.
4. All information concerning a concern or complaint is confidential. Only parties involved in resolving the complaint should have information about the complaint. Documentation will be filed in the Executive Director's office, not in the complainant's files.
5. No complainants shall be penalized or have their access to services affected. If a service user prefers to not access services at E Fry Toronto after lodging a complaint, the agency will help provide a referral to another organization or program that meets the service user's needs.
6. If you do not prefer to discuss the concern or complaint with the appropriate staff/volunteer, or are not satisfied with the response, you may raise your concern or complaint with the appropriate Program Manager.
7. If the concern or complaint is about a Program Manager, you may raise the issue with the Executive Director. In these cases, the Executive Director will review your complaint or concern.
8. If your concern or complaint is still not resolved to your satisfaction, you may provide your concern or complaint in writing to the Executive Director.

Mail to the attention of:

Executive Director (marked "confidential" on the envelope)
Elizabeth Fry Toronto, 215 Wellesley Street East, Toronto, ON M4X 1G1
Phone: 416-924-3708 x256 **Email:** kpotvin@efrytoronto.org

9. All concerns and complaints will be taken seriously and assessed on a case-by-case basis. It is important to understand the context and seriousness of the concern or complaint, what has occurred, who was involved, why it happened, if there are relevant policies in place, etc.
10. The Executive Director along with the Program Manager will review your written concern or complaint within 30-days to discern what action, if any, is needed. If the concern or complaint is about a Program Manager, then the Executive Director will review your written concern or complaint within 30 days.
11. Such actions for next steps could include an interview with you and/or the staff person, a review of program policies or procedures, a review with the management team, a meeting with you and the other person to resolve the matter, improvements to policies and processes, improvements to communication, a fact-finding investigation, an internal investigation, an external investigation, etc.

FOR CONCERNS OR COMPLAINTS RELATED TO THE EXECUTIVE DIRECTOR

12. If the concern or complaint is about the Executive Director then you should submit your concern or complaint in writing to the Executive Committee of the Board of Directors who will meet within 30-days to review the gravity of the concern or complaint, discern next steps, and decide if further action is needed.
13. Such actions for next steps could include an interview with you and/or others who are involved, a review of program policies or procedures, a review with the management team, a meeting with you and the Executive Director to resolve the matter, improvements to policies and processes, improvements to communication, a fact-finding investigation, an internal investigation, an external investigation, a written response, etc.
14. If a written response is deemed to be appropriate under the circumstances, the Executive Committee will provide a written response to the complainant as soon as practicable after the meeting. The decision of the Executive Committee of the Board of Directors shall be final.

Mail to the attention of:

Executive Committee/Board of Directors (marked "confidential" on the envelope)
Elizabeth Fry Toronto, 215 Wellesley Street East, Toronto, ON M4X 1G1

FOR CONCERNS OR COMPLAINTS RELATED TO BOARD MEMBER(S)

15. Please direct your formal complaint (in writing or by email) to the Executive Committee of the Board of Directors.

Mail to the attention of:

Executive Committee/Board of Directors (marked "confidential" on the envelope)
Elizabeth Fry Toronto, 215 Wellesley Street East, Toronto, ON M4X 1G1

or

Email to the attention of: Board@efrytoronto.org

16. The Executive Committee of the Board of Directors will call for a meeting to review the complaint and provide a written response to the complainant within six weeks of the meeting.
17. If the complaint concerns a member of the Executive Committee, that member shall remove themselves from the Committee while an investigation and response is pending.
18. The decision of the Executive Committee of the Board of Directors shall be final.



COMPLAINT FORM

Elizabeth Fry Toronto is committed to providing high quality programs and services to meet your needs. We value your feedback – including hearing about your complaints. Please let us know what we do well and where we can improve our services. All written concerns or complaints are required to be documented with a signature using the Complaint Form before the review process is initiated. An Elizabeth Fry Toronto representative hearing the complaint may assist the complainant with filling out the form, if requested. Concerns or complaints generally include: the reason or basis for the concern or complaint, a description of what happened, when it happened, who was involved or was witness to what happened, if there was a breach of policy or procedure, what you would like to have changed or addressed, etc.

First Name: _____ **Last Name:** _____

Reason for Complaint: (You may attach a printed letter to this form to provide us with more details). Please explain your reason for your concern or complaint, what happened, when it happened, why you think it happened, who was involved or was a witness, if you think a policy or procedure was breached, what outcome you would like to see, etc.

Complainant Signature: _____ **Date:** _____

Executive Director Signature: _____ **Date:** _____

Board Executive Signature: _____ **Date:** _____

NOTE: All complaints are required to be documented and formalized in writing with a signature before the formal review process is initiated.