

Approved by: Briana Fram Manager, Communications and Administration	Date: 04/28/2017
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Background

NEO Kids Foundation (the Foundation) is committed to providing the highest level of professional service to its donors, stakeholders and the community it serves. The Foundation values its reputation in the community and takes great pride in our contributions to the community. We recognise that from time to time there may be concerns or complaints, and we believe our stakeholders have a right to provide them to us. We believe that the right to express concerns and complaints is an inherent right of our donors and stakeholders and the Foundation is committed to a process which is respectful and timely. Furthermore, complaints are a good source of data for continuous improvement.

Purpose

The purpose of this complaint policy is to register process and manage concerns about the Foundation on its activities, programs and policies in a transparent and fair method.

Procedure

Types of Complaints:

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the Foundation as an organization, staff member or volunteer (including board member).

Examples include but are not limited to:

- Perceived failure to complete an action that was agreed upon
- Perceived failure to abide by policies or procedures
- Expressed concern over an action made by a staff member/volunteer that is deemed incorrect
- Actions or statements made by a staff member/volunteer that are seen as unfair or disrespectful

The Foundation will make every effort to investigate and respond to a complaint in a timely manner. Complaints will be addressed in a fair and consistent manner; however, some complaints may require more effort and time to address.

Process for Submitting a Complaint:

Reporting –Many questions and concerns can be addressed quickly and easily at the time they arise by speaking to your Foundation representative. If a problem cannot be resolved or a member of the public wishes to make a complaint, the complaint should be submitted in writing or verbally:

- By phone: 705-523-7100 ext. 1234
- By email: Please send your email to neokidsfoundation@hsnsudbury.ca
- By mail: NEO Kids Foundation 41, chemin Ramsey Lake Road, Sudbury, ON P3E 5J1

If the complaint is written, the Foundation will acknowledge the complaint with a confirmation receipt within two (2) business days of receiving it.

A complaint should be able to demonstrate that he or she has made a report in good faith and all details in the matter are to be deemed accurate. False accusations will not be tolerated.

How the Concern will be handled:

Initial Inquiries: Complaints made to the Foundation will initially be handled by the Manager, Administration & Communications. As determined by the Foundation, another staff member or Board member may be assigned to handle the complaint. The Foundation will investigate the complaint and may request further information from any stakeholder of the Foundation, as appropriate. Each case is unique and will be treated respectfully with discretion.

Reporting Back to Complainant: The Foundation will respond as soon as possible after the matter has been reviewed and a decision has been reached. The complainant will be advised of the results.

Anonymous Allegations: The Foundation encourages complainant to put their full names in their inquiries as thorough investigation often depend on receiving additional crucial information. The

Foundation will explore anonymous inquiries to the extent possible, but may pose difficulties continuing an investigation if the Foundation is unable to confirm the alleged facts or circumstances from available sources.

Confidentiality: Complaints are kept confidential. However, if a complaint move forward and an individual is the subject of the complaint that person(s) involved will be notified in order to fairly and fully review and respond to the complaint.

Tracking: The Manager, Communications & Administration is responsible for tracking and maintaining a complaints tracking worksheet. The worksheet will be reviewed at least annually by the Manager, Communications & Administration and President to determine whether there are reoccurring patterns of complaints. If necessary, further action will be determined.

Reports to Board: The Foundation will report a summary including number and type of complaints received to the Board at least annually.