

# CLIENT COMPLAINT POLICY

## 1) Background

The ANC is committed to providing settlement support in an inclusive and respectful manner. We recognize that when there is a complaint the way in which it is handled is critical to the person's ongoing relationship with the organization. Each complaint is viewed as an opportunity to improve how the ANC provides services and operates its business.

## 2) Scope

This **Client Complaint Policy** serves as an extension to the ANC's **Respectful Workplace Policy** with a statement of zero tolerance of discrimination against a person of any protected grounds as described in the **NL Human Rights Act**. The policy also provides a client the ability to communicate on issues or concerns that may impact them.

Further, the ANC is committed to providing a work environment that is healthy, safe, and supportive in which everyone benefits by:

- providing an environment that is free from harassment, where all individuals are treated with respect and dignity; and
- ensuring that the client groups we serve see themselves valued and reflected within the organization

This policy does not address:

- processes and decisions of governing bodies

## 3) Definitions

- Employee:** Anyone receiving payment from ANC via Payroll whether for the development and delivery of client services and programs, community engagement or internal administration.
- Volunteer:** Anyone who, without compensation or expectation of compensation, beyond reimbursement of expenses, performs tasks at the direction of and on behalf of the ANC
- Client:** is an individual actively receiving settlement support from the many divisions within the ANC.
- Visitor:** An individual present at an ANC work location
- Complaint:** is an expression of dissatisfaction about the service, actions, or lack of action by the ANC as an organization, an employee or volunteer

Examples of Complaints include, but are not limited to:

- lack of response of a request for support;
- an interaction that made a client feel intimidated or uncomfortable;
- unfair or discourteous actions/statements by an employee/volunteer; or
- any unwelcome behaviour towards an individual

#### **4) Complaints Procedures**

##### **a) Informal (Verbal)**

If you have a complaint or concern, you are encouraged to discuss the matter with the employee or volunteer either in person, by phone, or by email. If your complaint is not resolved, or if you are uncomfortable discussing the issue with the relevant person, you can inform the supervisor, manager, or director.

This informal process can be used to resolve many inquiries or matters of simple error that can be corrected to your satisfaction. If the matter is not resolved at this stage, you have the opportunity to make a formal complaint.

##### **b) Formal Complaint (written)**

Written complaints ([link to form](#)) may be mailed to ANC at PO Box 2031 STATION C ST JOHN'S NL A1C 5S7 or sent by email to [feedback@ancnl.ca](mailto:feedback@ancnl.ca). The employee or volunteer will acknowledge the receipt of a written complaint within two (2) business days.

If you need support completing the complaint, there is a place to list the individual who helped you on the form.

The employee/volunteer who initially receives the complaint will determine the appropriate person to handle the complaint. This is generally the person who has the supervisory capacity to the primary relationship with the complainant or has the specific knowledge that is needed to resolve the situation.

Within ten (10) business days, appropriate steps for resolving the complaint are to be determined and implemented, taking into account any suggestion towards resolution received from the complainant.

Where a complaint cannot be easily resolved, it will be escalated to the relevant member of the Senior Leadership Team. If this person cannot resolve the complaint, it will be escalated to the Executive Director.

All complaints will be resolved within a timely manner and no more than a 1-month period unless there are extenuating circumstances. These timeframes will be communicated to the complainant.