

<b>POLICY</b>	CATEGORY/SECTION <b>BOARD - GENERAL</b>
	SUBJECT <b>COMPLAINTS</b>

**AUTHORITY**

Governance and Procedural By-law 03-2021

**POLICY**

- To define types of complaints and set out a framework for management and resolution that preserves organizational relationships, where possible

**DEFINITIONS**

Complaint - expression of dissatisfaction by an identified individual (self or representative, with appropriate consent) related to a TBDSSAB program, service, or staff member.

Types of complaints include but are not limited to:

- General Complaint – This feedback includes an issue that may be resolved by front line staff. It may include but is not limited to service provision, a change in entitlement, condition, or activities in housing properties.
- Corporate Complaint – A complaint that is not resolvable by a front-line staff person that has been escalated or was originally directed to a Manager, Director, CAO and/or Board Member.

A complaint is distinct from

- Request for a service: A general or specific request for program offering made by an individual that can be resolved at the point of service delivery.
- Feedback: An opinion or comment shared regarding TBDSSAB.
- Compliment: An expression of approval for a service, staff member, program, product or process.
- Suggestion: An idea submitted by an individual with the aim of improving services, programs, products or processes.
- Request for Internal Review – these are administered by various programs in compliance with their governing legislation.
- Fraud Allegation.
- Complaints by employees – these should be handled within their respective policy and/or procedure.
- Litigation – this is handled outside the complaints policy and procedure.
- Freedom of Information (FOI) or File Requests – this is handled outside the complaints policy and procedure.

IMPLEMENTATION / BOARD APPROVAL DATE:

**October 18, 2018**

REVISION DATE(S): 2022Mar3-Hskpg-By-law, 2024Feb15

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- Ombudsman Inquiry – any inquiry and/or investigation by the ombudsman requires notification and potential work from various departments.

**Response Standards:**

- We maintain a positive attitude and respond respectfully
- We invite feedback and/or suggestions for improvement

**STANDARDS OF APPLICATION**

**Roles and Responsibilities**

**Complaints:** Any staff person may receive a complaint. If within their scope of work, they may also resolve the complaint (without any required reporting). Escalation follows the organizational structure of TBDSSAB.

**Corporate Complaints** are managed and documented by Communications and may require participation from other departments. See BRD 01:119-01 Corporate Complaints Handling.

**RELATED POLICIES**

POL BRD-01:103 – TBDSSAB Board Members, Non-Members of Board Committees and Advisory Tables Code of Conduct

**RELATED PROCEDURES**

PRO BRD-01:119-01 Corporate Complaints Handling