

## COMPLAINTS POLICY

### Governance Policies & Procedures

Date Policy Written: **October 2013**

Review Date Scheduled: **December 2019**

Author: **Director of Operations & Human Resources**

Approved by the Board of Directors: **February 2019**

This policy applies to: **External Stakeholders**

#### **Purpose**

Ovarian Cancer Canada is committed to providing its stakeholders: donors, researchers, corporate partners, participants, employees, volunteers, and the general public with a high level of service in the process of carrying out its mission.

This policy is intended to ensure that concerns raised by any of our stakeholders are responded to promptly, transparently and fairly in accordance with organization's high standards.

#### **Definition**

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the organization, or by a staff or volunteer acting on behalf of the organization.

Complaints may come from the general public, donors, participants, patients, researchers, and/or volunteers.

#### **Guiding Principles**

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible
- Review of complaints is fair, impartial and respectful to all parties
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with approach or outcome
- Complainants are provided clear and understandable reasons for decisions relating to complaints
- Updates are provided to complainants during review processes
- Complaints are used to assist in improving services, policies and procedures



## Procedure

### ▪ Informal Complaints

Many concerns or informal complaints can be resolved easily and quickly, often at the time they arise, by speaking with your contact at Ovarian Cancer Canada or by emailing at [concerns@ovariancanada.org](mailto:concerns@ovariancanada.org) or by calling Reception to have your enquiry directed to the appropriate department.

### ▪ Formal Complaints

If a problem cannot be resolved in this way or if the person wishes to make a formal written complaint, may do so by addressing the complaint to the CEO or if the complaint is about the CEO, a Board member and/or Board Policy the complaint should be addressed to the Chair of the Board and be sent at [concerns@ovariancanada.org](mailto:concerns@ovariancanada.org) or by mail to:

Strictly Confidential  
Ovarian Cancer Canada  
Attention: CEO or respectively Chair of the Board  
250-145 Front Street East  
Toronto, ON M5A 1E3

### ▪ Timeline

A complainant should receive a reply from the appropriate person in the organization within three (3) business days. Where the complaint requires more ample investigation follow up dates shall be discussed during the first reply.

Once the complaint review is completed the outcome shall be shared with all concerned parties.

### ▪ Confidentiality

Complaints shall be kept confidential when received. However, complaints that go forward will require that, if an individual is the subject of the complaint, that person and other persons involved must be advised in order to fully and fairly review the complaint.

### ▪ Reporting

The CEO shall report quarterly to the Board of Directors any material and substantive complaints received during the period, unless the subject of the complaint is such that it requires the Board's immediate attention, in



which case the CEO shall report the complaint to the Chair of the Board at the time when it is received.

The Chair of the Board shall inform the Board of Directors of any material and substantive complaints addressed directly to the Chair of the Board or received from the CEO with an “immediate attention” status.

The reported complaints shall be recorded in the Minutes of the Board meeting.