

## External complaints policy

This policy applies to complaints received by the Alzheimer Society of B.C. about our activities, programs, services, staff or volunteers. The Alzheimer Society of B.C. views all concerns as an opportunity to consider the organization's practices and to improve our operations. The policy, along with companion procedures, is supported by the Imagine Canada Standards program. These documents outline the requirements for management of complaints and to ensure a consistent and constructive approach to managing feedback.

A complaint is defined here as an expression of dissatisfaction about the service, actions or lack of action by the Alzheimer Society of B.C., a staff member or a volunteer acting on behalf of the Alzheimer Society of B.C.

Examples of complaints include but are not limited to:

- Perceived failure to do something agreed upon
- Failure to observe policy or procedures
- Error made by a staff member/volunteer
- Unfair or discourteous actions/statements by staff member/volunteer

### Guiding principles:

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible by following the External Complaints Procedures. 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 the initial outcome. Complainants are provided with clear and understandable reasons for decisions relating to complaints. Complaints may be used to assist in improving services, policies and procedures.

### Ensuring privacy:

Subject to the Alzheimer Society of B.C.'s Privacy Policy, personal information of anyone submitting a complaint will be handled sensitively and disclosed only to those appropriate individuals of the Society who are responsible for responding to and resolving the complaint.

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