

# Alzheimer Society

S A S K A T C H E W A N

## **Complaints Policy:**

The Alzheimer Society of Saskatchewan Complaints Policy is intended to outline the framework for the timely and constructive management of complaints received by the Alzheimer Society and to acknowledge and record all complaints relating to Society practice, investigate as necessary and make improvements/corrections if necessary following complaints. The policy encompasses all complaints relating to Society events, activities, programs, services, staff or volunteers, and is supported by the Imagine Canada Standards Program, which sets out the requirements for the management of complaints.

It is recognized that feedback can help develop and improve the services we provide. Consequently, it is intended that this policy will ensure a consistent and constructive approach to managing feedback.

## **Definition:**

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

## **Procedure:**

### A. Guiding Principles for Responding to Complaints:

- 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 treatment 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

### B. 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

### C. Communicating the Complaints Policy and Procedures

All staff and volunteers of the Alzheimer Society of Saskatchewan must be aware of the Complaints Policy and the Society's commitment to responding to and resolving complaints. The procedures and processes for addressing complaints are clearly communicated to staff and volunteers.

The Alzheimer Society of Saskatchewan will communicate to clients, donors and other stakeholders that we value their input and encourage them to provide feedback. The description of the complaint process and related contact information will be posted on the Alzheimer Society of Saskatchewan website. Anyone personally affected can complain and their complaint will be reviewed in accordance with this policy.

### D. Receiving and Handling a Complaint

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person who can resolve it. If the complaint is transferred, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on either by him/herself or another employee. If a timeframe for action

can be determined, that should be included in the acknowledgement. Basic contact information be recorded immediately.

#### E. Resolving a Complaint

Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days.

Where a complaint cannot be easily resolved, it should be escalated to the department director. If the director cannot resolve the complaint, it will be escalated to the CEO. If the complaint is about the CEO, it will be handled by the President of the Alzheimer Society of Saskatchewan Board of Directors. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

#### F. Documenting a Complaint

It is necessary to keep a record of all complaints. Information about complaints must be recorded in eTapestry following data entry standards. Information recorded in eTapestry includes a description of the complaint, who handled it, what was done to resolve the complaint, timeframe, and a description of the resolution.

A summary of the complaints received including number and type will be reported annually by the CEO to the Alzheimer Society of Saskatchewan Board of Directors.