Alzheimer Society
YORK REGION

Public Facing Complaints Policy

The Alzheimer Society of York Region (the "Society") recognizes the importance of the role our clients, donors, and the public play in our work. While we strive for excellence in the pursuit of our mission, we recognize there may be instances where we have an opportunity for improvement. To ensure you receive the highest level of service, we have developed this policy and procedure to address and escalate any complaints you may have about Society or that may arise in your interactions with the Society.

The Society is committed to excellence in all aspects of its work. A complaint about the Society is welcome if it is communicated respectfully. The Society is focused on complaints review process that is:
(1) fair and impartial;
(2) transparent in process and method;
(3) respectful to all involved;
(4) timely and efficient while balancing an appropriate allocation of resources.

Responses and action shall be proportionate to complaints raised. Complaints shall be escalated as appropriate. Outcomes and resolutions shall be communicated clearly to complainants.

This policy applies to all external Society stakeholders including donors, clients, and members of the public, that want to communicate with and register a complaint about the Society.

The complaints process is available to address dissatisfaction about the services, actions, lack of action, or interactions with Society staff and/or volunteers.

Any individual may bring a complaint forward in writing, either by e-mailing any Society staff member, by mail, by email at feedback@alzheimer-york.com or online.

A complainant should include as much detail as possible about the issue or problem as well as a contact number and/or address where a response should be directed if they feel comfortable doing so. Where a complaint is of a confidential or sensitive nature, this should be included in the subject line of the correspondence and your complaint will be immediately directed to the most Senior Leader of the Society.

All complaints will be reviewed in a timely manner and escalated to the appropriate department or staff person for a response and action, if necessary. Complainants should expect to receive a response regarding their complaint within 5-10 business days, if not sooner. Where a complaint cannot be resolved within that time frame, the Society will notify the complainant of the steps being taken and the anticipated timeframe for resolution.

A response may not be provided in circumstances where a complaint is abusive or harassing in nature; where a complaint has no direct connection to the Society; where a complaint is illegible; where a complaint has clearly been sent as part of bulk mailing or email. Where an anonymous complaint is made, no response will be provided however, the Society will review the complaint in an effort to improve its services.

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All complaints will be recorded on a complaint tracking worksheet, including a description of the complaint, who handled it, actions taken to resolve the complaint and the timeframe for resolution. Where the complaint cannot be immediately resolved, the name and contact information of the complainant may be recorded to ensure proper follow-up.