

Community Complaint Policy

Policy Statement: BGC Dovercourt is committed to providing the best possible service to all community members. We recognize the importance of reviewing complaints and constructive criticisms to ensure that our programs are adhering to our vision, mission statement, and core values

Purpose: To ensure that community members of the BGC Dovercourt (the Club) understand the process for forwarding a complaint, and the process by which all complaints are reviewed and acted upon by the organization. This policy allows the Club to meet the needs of our community, minimize damage of BGC Dovercourt's reputation and to reduce the risk of formal litigation.

Definitions:

Complaint: A complaint is a written statement from anyone using BGC Dovercourt programs, services and facilitations.

Complaints may be filed under the following categories:

- Service: Communications, Persons
- Physical Environment: Facility
- Programming
- Personal
- Other

Guidelines for Comprehension of Complaints.

- Community members have the right to provide feedback about their experience at BGC Dovercourt without fear of interference, coercion, discrimination or reprisal. Complaints are used to assist in improving services, policies and procedures.
- Community members have the right to ask for translation if needed and we will make every effort to accommodate, where possible.
- Review of complaints will be fair, impartial and respectful to all parties (process for reviewing complaints)
- Complainants are provided with clear and understandable reasons for decisions relating to complaints (process for communicating)
- The resolution of the complaint should be timely so as not to delay appropriate action for the complainant or cause undue stress for any individual involved.
- All complaints will be treated with confidentiality unless laws otherwise require informing appropriate authorities.
- Updates are provided to complainants during renewal processes of the complaints

- Any individual who has a complaint filed against them has the right to be informed of the allegations and the right to respond.

Procedures:

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.

Filing a Complaint

For all complaints, a formal filing of [Complaint form](#) must be completed.

- These forms may be found at the Club's front desk, or on our website.
- If a person makes a complaint via phone, the Club staff who receives the complaint should first, encourage the person to fill out the form individually. If unsuccessful, they must fill out the form on the person's behalf.
- All complaints must be streamlined into the designated categories (Service, Physical Environment, Programming, Personal, Other). All complaint forms should be dropped off in the complaint box located at the front.

Review of Complaint

An ongoing review of filed complaints will be implemented, and all complaints will be acknowledged **with the aim to resolve in 1 business week of receipt**. The review process will occur in four stages, as required, based on the nature of the complaint, and judgment of persons reviewing complaints.

- Feedback can be given in person, by telephone, by letter, or by electronic communication to the director/manager of the department in which the incident occurred
 - If the concern is about a Management team member, it should directly go to the Executive Director and likewise if the concern is regarding the Executive Director, it should go to the Executive Committee of the Board of Directors (BOD)
 - Staff will provide the name and contact information of the appropriate person and this information will be given at front desk of any of the club's locations
- Once the Management Team member/Executive Director/Executive Committee of the Board of Directors are made aware of the complaint, a review of the complaint will occur. The review includes talking with the individuals involved in the case, and reviewing any necessary documents. If appropriate the staff are notified of the complaint and are asked for their comments regarding the issue. After reviewing the complaint, BGC Dovercourt may respond in the following ways
 - Providing an explanation
 - Changing a decision
 - Confirming an existing decision and explaining why that decision was reached
 - Changing a policy or practice
 - Providing additional training
 - Other possible outcomes depending on the nature of the complaint
- If the complaint is not resolved to the satisfaction of the complainant, they may make their complaint directly to the next level either verbally or in writing

- If the complainant is not satisfied with the outcome, it will be referred to the Executive Committee of the BOD. The Executive Committee of the BOD will decide if they are able to resolve the complaint, strike a board committee and assistance of an external seek resource (such as a partner agency, mediator, etc.) to review the case as an impartial advisor. While it is hoped that the Executive Committee of the BOD will proceed quickly with the complaints, the complainant must recognize that the BOD is a voluntary group and are not as accessible as Club staff
- BGC Dovercourt will maintain a complaints tracking system of all formal complaints. A form will be filled out when complaints are received , and will be used to track follow-up actions taken to resolve the complaint These forms are maintained and reviewed by the Executive Director or designated staff. A report regarding the number of complaints, nature of complains received and actions taken will be provided to the BOD on an annual basis

Possible Outcomes

- All complaints will receive acknowledgement of receipt via phone call, and regular updates on review process from administrative staff or appropriate reviewer within 72 hours or receipt.
- Resolution of Complaint: Complaint will be reviewed following the necessary process, and a resolution will be prepared and proposed to the complainant via follow up conversation. Assuming this proposal meets the needs of the complainant it will be implemented and filed. Possible resolutions are
- No resolution: The complainant will be invited into a meeting with the Supervisor who was on duty when the complaint was made in greater detail.

