



Boys & Girls Clubs of Canada  
Repaires jeunesse du Canada

# Boys and Girls Clubs of Canada Complaints Policy

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**August 2016**



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## **COMPLAINTS POLICY**

BGCC is committed to providing excellent service. We recognize that, from time to time, there may be concerns or complaints and that our stakeholders have the right to raise such complaints or concerns and that they need avenues to do so.

We are committed to:

- Addressing complaints in a timely, fair, respectful and accountable manner;
- Providing an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- Making this process accessible and open.

This policy sets out the process for addressing concerns and complaints which stakeholders, including donors, funders, supporters, member Clubs and the public, may have with BGCC. A complaint may be about our services, programs, fundraising, donor relations, volunteer relations or communications.

Complaints about a specific Boys and Girls Club are to be directed to the Club itself. Each Boys and Girls Club is independent and autonomous, overseen by its own board of directors. If you have a complaint about a particular Club, you may contact the Club's Executive Director or Board Chair directly to discuss your issue or complaint. If it is not addressed to your satisfaction by the Club and you wish to communicate this to BGCC, you may contact the Vice President of Member Services at BGCC.

### **Procedures:**

#### **How to Make a Complaint**

1. If you have a complaint or concern, you are encouraged to talk with the staff person or board member at BGCC who is most connected to the concern/situation. The relevant person can be found through the BGCC website, by emailing [concerns@bgccan.com](mailto:concerns@bgccan.com) or by calling the BGCC national office. Your concern will be directed to the person most able to assist you with the process of making and addressing a complaint.
2. This relevant person will document your concern and include your name and contact information, the date, a description of the complaint, what you request to resolve the complaint and the final resolution or decision. It is hoped that through this conversation, your concern will be addressed to your satisfaction. You will be kept informed if there are more steps involved in addressing your concern.
3. If your complaint is not resolved, or if you are uncomfortable discussing the issue with the relevant person, you can inform the supervisor of the person about the complaint. In most cases this would be the Vice President of Business Operations or the Vice President of Member Services. Where a complaint is related to the President & CEO, the stakeholder may direct the complaint to the Board Chair, who will work to resolve the complaint.
4. If the Vice President is not able to resolve the complaint to the satisfaction of all parties, your concern will be referred to the President & CEO. You will be kept informed at each step.
5. The President & CEO may choose to bring the complaint forward to the Board of Directors for review and advice. The President & CEO will then determine what the appropriate action or recommendations are and will inform you in writing of this information. It is the responsibility of BGCC staff to implement the recommendations.

## **Guidelines for Implementation**

1. Confidentiality will be respected at all times. There will be no repercussions to someone bringing forward a complaint in good faith.
2. The initial response to a complaint should occur as soon as possible and not longer than one week from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
3. Documentation about the complaint will be kept in a file separate from any other file related to the stakeholder.
4. It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to co-operate with the processing of complaints.
5. It is the responsibility of Vice Presidents to track and respond to any trends identified through the complaint resolution process.
6. It is the responsibility of the President & CEO to report to the Board annually on the number, type and disposition of the complaints received.