

<p style="text-align: center;"><b>FANSHAWE COLLEGE FOUNDATION BOARD OF DIRECTORS' POLICY MANUAL</b></p>
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<b>CATEGORY D:</b>	<b>OPERATIONAL EXPECTATIONS</b>
<b>POLICY TITLE:</b>	<b>Complaints</b>
POLICY NUMBER:	<b>D-15</b>
EFFECTIVE DATE:	March 07, 2019
REFERENCE:	3814, 4901

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### **PREAMBLE**

This policy applies to complaints received by the Fanshawe College Foundation about Foundation activities, programs, services or employees.

### **DEFINITIONS**

*Complaint:* An expression of dissatisfaction about the service, actions, or lack of action by the Foundation as an organization or an employee acting on behalf of the Foundation.

### **THE POLICY**

#### **1.0) Principles**

- 1.1) Anyone personally affected by Foundation action or inaction may complain and their complaint will be reviewed in accordance with this policy.
- 1.2) It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- 1.3) Review of complaints is fair, impartial and respectful to all parties.
- 1.4) Complainants are advised of their options to escalate their complaint to a more senior person if they are dissatisfied with treatment or outcome.
- 1.5) Complainants are provided clear reasons for decisions relating to complaints.
- 1.6) Updates will be provided to complainants during the review processes, if complaints cannot be resolved on a timely basis.
- 1.7) Complaints are used to assist in improving services, policies and procedures.

## **2.0) Complaint Receipt and Handling**

- 2.1) A complaint may be received verbally (by phone or in person) or in writing (by mail, fax, email). When receiving a verbal complaint, employees listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints that can not be resolved in this manner will be referred to the Executive Director. Complaints received in writing will be acknowledged within two business days and attempt to be resolved within 10 business days.
- 2.2) The person who initially receives the complaint acknowledges to the complainant that the complaint has been received and will be investigated. Basic contact information including name, phone number and email address is immediately recorded. If a timeframe for action can be determined, that is included in the acknowledgement.

## **3.0) Reviewing a Complaint**

- 3.1) Every effort is made to review complaints received in a timely fashion.
- 3.2) Complainants are kept informed of the status of their complaint.

## **4.0) Documenting a Complaint**

- 4.1) Complaints received are documented immediately. Information about complaints will include at least the following:
  - 4.1.1) The nature of the complaint.
  - 4.1.2) The employee assigned to the complaint.
  - 4.1.3) The approach taken to investigate the complaint.
  - 4.1.4) The time required to process the complaint.
  - 4.1.5) The conclusions provided.

## **MONITORING**

The Executive Director presents the Foundation Board with an annual monitoring report summarizing the number of complaints received and the outcome of each investigation.