


Peel HIV/AIDS Network

serving Mississauga, Brampton and Caledon

Policies and Procedures

Topic:	Complaint Process
Responsible:	Executive Director
Approved By:	Executive Director
Effective Date:	January 29, 2016
Supersedes:	NEW
Authorizing Signature:	

Policy:

Clients and the community at large have the right to express their concerns and complaints about any aspect of the services that Peel HIV/AIDS Network (PHAN) offers. PHAN shall provide and make accessible a process to encourage the resolution of complaints relating to the rights of clients and the community. No participant shall be penalized for lodging a complaint. The complaint process is confidential and does not affect your ability to access services.

Procedures:

Participants, clients and community members have the right to express their concerns and complaints about any aspect of the services offered by PHAN through the following process:

1. Complainants who wish to complain about the actions of an employee, volunteer or any other agency activity or action should direct their complaint to the Executive Director (ed@phan.ca) for a timely resolution.
2. Complaints should be directed to the Executive Director in a timely fashion within a maximum of three months from the reason to lodge a complaint. This will allow for a careful review of the facts. Complaints made about an event that occurred over three months preceding the initial report will still be reviewed, but may not be able to be reviewed in as thorough a fashion due to the passage of time.
3. All complaints must be formalized in writing and submitted to the Executive Director. Complaints should be documented and signed on the Complaint Form (attached below). A PHAN representative hearing the complaint may assist the client with filling out the complaint form if necessary. The representative will only assist in the completion of the form and will remain unbiased and will provide neither advice nor opinion. If the representative is a staff member, they will need to identify themselves to the Executive Director as having assisted in the completion of the form.
4. The Executive Director will respond to all complaints within 24 hours.
5. The Executive Director will be responsible for conducting a review of all aspects of the complaint. If the complaint is about an employee then the employee may be placed on a paid

leave until the review is completed. In the case of a volunteer they will not be active within the agency until the review is completed.

6. A response to a complaint deemed unsatisfactory should then be directed to the Executive Committee of the Board of Directors
7. A complaint about the Executive Director should be directed to the Executive Committee of the Board of Directors.
8. Complainants who wish to complain about the actions of a Board of Director should direct their complaint to the Executive of the Board of Directors.
9. If the complaint concerns a member of the Executive, that member shall remove themselves from the Executive until the Executive can manage a formulated a response.
10. The decision of the Executive of the Board of Directors shall be final.
11. All information concerning a complaint is confidential. Only parties involved in resolving the complaint should have information about the complaint. Documentation will be filed in the Executive Director's office, not in Complainants files. (If a complaint involves the Executive Director then the documentation will be held by the Board of Directors).
12. No Complainants shall be penalized or have their access to services affected by accessing the complaints process.
13. All individuals who submit a written complaint will receive a written response to their complaint.
14. Information about this policy and copies of the complaint forms will be widely accessible through PHAN staff and made available for download on the PHAN website.

*Please see next page for the Complaint Form.

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COMPLAINT FORM

Name of person making complaint: _____

Telephone number: _____

Address: _____

Date of the incident: _____ Time of the Incident: _____

Location of the Incident: _____

Who was involved in the Incident: _____

Description of complaint:

Did any one witness the incident? Yes No If yes who: _____

Please note that your complaint will be taken seriously and you can expect to receive a call or letter to obtain further information or to advise you of the measures taken to correct the issue.

FOR ADMINISTRATIVE USE ONLY

Complete this form once the investigation has been completed

Description of actions taken:

Attachments: please list and attach any letters, emails or other evidence gathered in the investigation:

Copy to: _____

Signature of the Investigator

Date