



Complaints Policy

Purpose:

This policy applies to complaints received from external stakeholders by Canadian Mental Health Association Vernon and District Branch (CMHA Vernon) about our activities, programs, services, staff and or volunteers. It is intended to ensure that complaints received are responded to in a prompt, fair and respectable manner. The Executive Director informs the Board annually via the Executive Director's report to the Board of the number, type, and disposition of complaints received.

Policy:

Canadian Mental Health Association Vernon and District Branch will operate in an open manner to encourage communication and joint problem-solving between all parties involved.

Definition:

A complaint is the expression of dissatisfaction about the service, actions, or lack of action by CMHA Vernon as an organization or by a staff member or volunteer acting on behalf of CMHA Vernon.

Examples include but are not limited to:

- Perceived failure to do something agreed upon
- Failure to observe policy and procedures
- Error made by staff member/volunteer; or
- Unfair or discourteous actions/statements by staff member/volunteer

Procedures:

Any external CMHA stakeholder that has a formal complaint they wish to address, must bring the complaint in writing to an appropriate program manager. The complaints form is available at the CMHA administration office and on our website. The executive director or delegate in their absence, will respond within 15 days to discuss the complaint with the stakeholder and shall make every effort to resolve the issue. If the issue is not resolved, the executive director shall investigate the issue and render a decision in writing to all concerned within a timely manner.

Any stakeholder who brings a complaint forward shall not suffer retaliation or barriers to services. If a stakeholder believes that barriers to services or retaliation may be taking place, they should contact the executive director. If the complaint is involving the executive director and the complainant believes there are barriers to service or retaliation, they should contact the director of strategic operations.