

## A14: EXTERNAL STAKEHOLDER COMPLAINT POLICY

APPROVED JANUARY 10, 2023

Siloam Mission is committed to providing a timely, fair and respectful response and resolution to complaints from external stakeholders. We believe that when a complaint is made or a concern is registered, we are provided with an opportunity to learn, adapt, improve, and build relationships.

### Scope

This policy is intended for individuals who are external to Siloam Mission. This may include donors, partners, local community members, and other external stakeholders.

This policy does not cover feedback and complaints by Siloam Mission clients (community members), residents and service users, who should use Siloam's Programs and Services Complaints and Concerns procedure available through any access point to programs and services. This policy also does not cover complaints from staff, who should use the grievance procedure outlined in the Grievance Resolution Policy.

### Guiding Principles

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible based on the following guiding principles:

- Complaints shall be reviewed in a manner that is fair, impartial and respectful to all parties;
- Complainants shall be advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome;
- Complainants shall be provided clear and understandable reasons for decisions relating to complaints;
- Complainants shall be provided with updates during review processes;
- Complaints will be used to assist in improving services, policies and procedures;
- The complaints process shall be accessible to all persons, and Siloam Mission will strive to alleviate barriers to access, wherever possible.

### Types of Complaints

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by Siloam Mission as an organization or a staff member or volunteer acting on behalf of Siloam Mission. Examples include but are not limited to the following:

- Perceived failure to do something agreed upon
- Failure to observe policy or procedures
- Error made by a staff member/volunteer

- Unfair or discourteous actions/statements by a staff member/volunteer

Any external stakeholder affected can complain and their complaint will be reviewed in accordance with this policy and procedure.

## Complaint Receipt and Handling

A complaint may be received verbally (by phone or in person) or in writing (by mail, fax or email). The following process will be followed for each complaint:

- The employee who initially receives the complaint will record the complaint and the contact information of the complainant if it can not be resolved through conversation;
- The employee who received the complaint will complete a complaint form and follow the complaint mapping document to ensure all steps are taken;
- The employee will also acknowledge to the complainant that the complaint has been received, submitted and they should receive a response within the next 72 hours.
- All complainant information will be handled sensitively. Only persons who are directly involved in the resolution of a complaint will have access to complainant information.
- Email address to send complaint is: [complaints@siload.ca](mailto:complaints@siload.ca)

## Resolving the Complaint Procedure

Every effort will be made to resolve complaints received in a timely fashion.

When a **verbal** complaint is received, staff will seek to understand the complaint and will attempt to resolve it immediately if possible.

If the complaint is not able to be resolved through conversation a complaint form will be created and submitted by the employee taking the information to the [complaints@siload.ca](mailto:complaints@siload.ca) email.

Complaints received in **writing** will be acknowledged when received and attempted resolution will occur within seventy-two (72) hours.

If resolution is satisfactory to the complainant the file will be closed. If the resolution is not satisfactory then the complaint will be redirected to the CEO. The CEO will have thirty (30) days to respond to the complainant. The CEO's resolution must be in writing.

- If the written decision of the CEO is unsatisfactory, or if the complaint is about the CEO, the complainant may submit their issue to the Siloam Mission Board of Directors. The submission must be in writing and directed to the Board Chair at:

Siloam Mission Board Chair  
300 Princess St

Winnipeg, MB  
R3B 1M3

- If complaint was not satisfactory at the CEO level the CEO will provide all documentation pertaining to the complaint to the Board of Directors.
- The Board of Directors will issue a written decision within 60 days of receiving the complaint. The Board of Directors response must be in writing.
- If no resolution is satisfactory to the complainant Siloam Mission will seek legal advice.

## **Reporting on Complaints**

Any complaint that cannot be resolved immediately will be logged in the Complaint Tracking Form.

Information collected includes date of complaint, name of staff receiving complaint, a description of the complaint, a description of the response, whether the complainant was satisfied with the response and when the complaint is closed.

A summary of the number and type of complaints received will be reported to the Board of Directors on an annual basis.

## **Changes to the External Stakeholder Complaint Policy:**

Siloam Mission may from time to time make changes to this Policy to reflect changes in legal or regulatory obligations or how Siloam responds to and manages concerns and complaints. Siloam reserves the right to update and/or change the External Stakeholder Complaint Policy by publishing the changes here. You are responsible for regularly reviewing the Policy to obtain timely notice of such amendments.