

POLICY – External Feedback & Complaints Policy

Subject: Operations

Approved: December 8, 2017	Revised/Re-affirmed: April 2020 (no changes) February 2024	Subject to Review: 2027
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Preamble: Volunteer Alberta believes feedback from participants, members, and the community is vital to our continued success and we appreciate hearing what's working and what's not. The purpose of this policy is to ensure Volunteer Alberta provides a respectful, ethical, and fair response to complaints and concerns raised by our community. Volunteer Alberta is committed to maintaining our core values and ways of being, and views complaints as a chance to improve services, learn from our program users, and repair relationships. This policy applies to Board, Staff, and Volunteers of the organization.

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action (justified or not) about any aspect of Volunteer Alberta as an organization or a Board member, staff, contractor, or volunteer acting on behalf of the organization. It can also include the response provided by a staff member to a complaint or concern raised about our organization.

The Policy:

Program users, Volunteer Alberta Members, and community members have the right to submit a complaint which will be reviewed accordingly. Volunteer Alberta endeavours to review all complaints promptly in a manner fair, impartial, and respectful to all parties. Volunteer Alberta will thoroughly and objectively review the complaints we receive and are committed to keeping people informed of the progress of their complaint.

We recognize that program users, Volunteer Alberta Members, and community members have different needs, and each person has their own unique history that they bring to their interaction with Volunteer Alberta. We commit to listening to their concerns, treat them with dignity and respect, and maintain confidentiality throughout the complaints process in accordance with our Privacy Policy.

Complaints may be received verbally (by phone or in person) or in writing (email or hard copy). All complaints will be acknowledged within a minimum of 3 business days of receipt by VA and will seek to be resolved at the earliest opportunity. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person with the capacity to resolve it.

Volunteer Alberta will maintain a record of any complaint that involves a dispute over money or serious misconduct as well as any complaint that cannot be resolved within 48 hours of acknowledgment. This record shall include a description of the complaint, the complaint

handler, actions taken to resolve the complaint, a timeframe of the complaint resolution process, and notes on the final resolution.

Volunteer Alberta's staff team are responsible for implementation of the External Feedback and Complaints Policy. A summary of recorded complaints shall be presented to the Board of Directors annually. This policy shall be made publicly available on the Volunteer Alberta's website.

Volunteer Alberta is committed to accessibility and allows for complaints to be submitted in a variety of ways. If an existing relationship exists with a Volunteer Alberta Staff Member that the program user or community member would feel most comfortable communicating with, we encourage access to those channels. Otherwise, formal complaints can be submitted to Volunteer Alberta in the following ways:

Mail: Suite 609, 10080 Jasper Ave., Edmonton Alberta T5J 1V9

Email for general complaints: info@volunteeralberta.ab.ca

Email for confidential or human resource related complaints: hr@volunteeralberta.ab.ca

Telephone: (780) 482-3300 or toll free (877) 915-6336

Reference: Privacy Policy