

# POLICY – Complaints Policy

Subject: Operations

Approved: December 8, 2017	Revised/Re-affirmed:	Subject to Review: 2020
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**Preamble:** 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, or volunteer acting on behalf of the organization. We view complaints as a chance to improve, learn, and repair relationships.

Volunteer Alberta is committed to maintaining our core values and believes in working in a professional, ethical, and fair manner. This policy applies to Board, Staff, and Volunteers of the organization.

## **The Policy:**

Anyone personally affected by an issue can complain and their complaint will be reviewed accordingly. Volunteer Alberta endeavours to review all complaints promptly in a manner fair, impartial, and respectful to all parties.

Complaints may be received verbally (by phone or in person) or in writing (email or hard copy). 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. All complaint information will be handled sensitively and in accordance with our privacy policy.

Volunteer Alberta will maintain a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved within 48 hours of when it is received. 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 complaints policy. A summary of recorded complaints shall be presented to the Board of Directors annually. This policy shall be posted on the Volunteer Alberta's website. Complaints may be made by emailing [volab@volunteeralberta.ab.ca](mailto:volab@volunteeralberta.ab.ca) or by phone at 780.482.3300.

**Reference:** Privacy Policy