



# COMPLAINTS POLICY FOR MEMBERS OF THE PUBLIC

## 1. Purpose

G.R.O.W. operates in accordance with the highest standards of integrity. The organization is committed to respecting the rights of donors, participants, families, and every Board member, employee, and volunteer. Posted on the G.R.O.W. website home page, this policy and procedure applies to complaints received by G.R.O.W. about its activities, programs, services, staff, or volunteers.

## 2. Definition

For the purposes of this policy, a complaint is defined as an expression of dissatisfaction about the service, actions, or lack of action by G.R.O.W. as an organization or by a staff member or a volunteer acting on behalf of G.R.O.W.

Examples include but are not limited to:

- perceived failure to do something agreed upon;
- failure to observe policy or procedures;
- error made by a staff member/volunteer; or
- unfair or discourteous actions/statements by staff member/volunteer.

## 3. Procedure

G.R.O.W. believes that every stakeholder has the right to address concerns and complaints through a defined process with confidence that such concerns or complaints will be dealt with in a timely, fair, respectful, and accountable manner. Anyone personally affected can submit their complaint and it will be reviewed in accordance with the following procedure:

- i. Ideally, all complaints can be resolved by open and honest dialogue. If someone has a complaint, they are encouraged to speak directly with the staff person or volunteer who is most connected to the situation and strive to come to a mutually respectful and satisfactory resolution.
- ii. If they have been unable to reach a resolution through less formal means or are uncomfortable with speaking directly to the staff person or volunteer, they can also submit a complaint in writing, either by regular mail addressed to 91 Willow Avenue, Winnipeg, Manitoba R3N 0G9, or by e-mail to [info@growourway.ca](mailto:info@growourway.ca).
- iii. A formal complaint will be directed to the Executive Director who will review all complaints and ensure that the appropriate individual is engaged. If the complaint relates to the Executive Director, it may be directed to the President of the Board of Directors. If the complaint relates to the President of the Board of Directors, it may be directed to another board member.

- iv. Once the complaint is received, it will be documented along with the complainant's name and contact information, the date, a description of the complaint, what is requested to resolve the complaint satisfactorily, and the final resolution or decision. The complainant will be kept informed if there are more steps involved in addressing their specific concern or complaint.
- v. G.R.O.W. will address concerns and complaints in a timely<sup>1</sup> way and, to the extent possible, in a confidential manner. Every effort will be made to investigate and respond to a complaint within thirty (30) days. G.R.O.W. will only give information to those people necessary for the investigation and resolution of the complaint and only to the extent necessary.
- vi. There will be no repercussions to any person bringing forward a complaint in good faith.
- vii. All G.R.O.W. employees have a responsibility to have a working knowledge of the complaint resolution process and to cooperate with the investigation and processing of complaints.
- viii. The Executive Director is ultimately responsible for ensuring that conflicts involving staff and volunteers are resolved in a satisfactory manner. The Executive Director has a duty to inform the Board, in a timely way, of any conflicts that impinge on the organization's ability to function or may damage its reputation. At minimum, a summary of complaints received, including number, type and disposition of the concerns and complaints received, will be reported annually by the Executive Director to the Board of Directors.

#### 4. Administration

Questions or concerns about this policy or its related procedures may be directed to the Executive Director by phone at (204) 505-3799, in writing addressed to 91 Willow Avenue, Winnipeg, Manitoba R3N 0G9, or by email at [info@growourway.ca](mailto:info@growourway.ca). A copy of this policy can be found on the G.R.O.W. website at <http://www.gainingresourcesourway.ca/>.

#### 5. Review

This policy is subject to review by the Governance Committee and approval by the Board every three (3) years or as required as a result of legislative changes or changes in good practice standards.

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| <i>Date Approved</i>        | <i>November 23, 2022</i> | <i>Approved By</i>       | <i>Board of Directors</i>   |
| <i>Next Date For Review</i> | <i>November 2025</i>     | <i>To Be Reviewed By</i> | <i>Governance Committee</i> |

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<sup>1</sup> 'timely' in this policy is defined as done or occurring at a fitting, appropriate or useful time; done as promptly as circumstances allow