



## Complaints Policy

Lions Foundation of Canada/Dog Guides (LFC) is committed to providing quality care to its clients. It is our intent that employees and volunteers adhere to all policies and procedures.

If any client, family, donor or service providers reasonably believe that an LFC policy, practice or activity is unsatisfactory or unacceptable, they have a right to voice a complaint to the organization.

It is the responsibility of that employee or volunteer to report the complaint to his/her supervisor immediately.

LFC will not retaliate against any client, family, donor or service providers who in good faith bring forward such concerns.

We will thoroughly investigate such concerns and implement corrective action, if required. The complainant with whom the concern originated will be kept informed of the outcome(s) of the investigation to the extent allowed by privacy law.

We will use the information obtained during the investigation to improve services, policies and procedures.

The Client Services Supervisor is responsible for ensuring that all complaints related to clients are investigated appropriately within the established timeline and according to the impact of the event. The Director of Development is likewise responsible for ensuring that all complaints related to donors are investigated. The Volunteer Coordinator is responsible directly for any complaints related to volunteers. The Executive Director is responsible directly for any complaints besides related to staff.

All employees and volunteers are accountable for reporting and documenting complaints to the above and failure to do so will result in progressive disciplinary action up to and including termination of employment.

The investigation of complaints will include: The supervisor speaking with the complainant and documenting the details. Every effort should be made to resolve complaints in a timely manner. The supervisor will investigate the complaint as per the nature of the concern, develop a preliminary action plan as appropriate as per our policy on handling grievances and complaints. There may be situations where face-to-face meetings can occur, or there may be telephone discussions. Further disclosure can be made with the client once the investigation has been completed. The Supervisor and Director/Manager will arrange a face-to-face meeting with the employee or volunteer as per the timelines in the action plan to provide support and ensure that all action plan items have been addressed where applicable. The Supervisor will communicate the action plan to other employees if applicable.

The Executive Director will receive monthly reports on the types of complaints, root cause(s) and action plans. These will be reviewed at Senior Staff meetings with any recommendations brought forward.

The Chairperson of the Board may be contacted for final complaint avenue if all other avenues have been exhausted without satisfaction or if deemed appropriate by the person making the complaint.

The effectiveness of the reporting system will be reviewed annually and the process reviewed.