

Policy Title	External Complaints		
Original date		Section	Board Governance
Date last update	August 6, 2015	Policy Number	GOV 1.23

PURPOSE:

This policy applies to external complaints received by Canadian Mental Health Association Kelowna about our activities, programs, services, products, staff, contractors, consultants or volunteers.

This policy is intended to ensure complaints received by CMHA Kelowna by any of our stakeholders are responded to in a prompt, fair and respectable manner.

This policy does not apply to:

- Persons or organizations that may be in disagreement with CMHA Kelowna's mission and activities and decisions undertaken by us to carry out our mission. In these instances, feedback will be received and will be appropriately shared within CMHA Kelowna, and responded to.
- Persons or organizations that have a complaint about one of CMHA Kelowna locations.
- Anonymous complaints, such as those received through feedback surveys or comment boxes, where insufficient or no contact information is provided.

POLICY:

Definition

A complaint is the expression of dissatisfaction about the service, actions, or lack of action by CMHA Kelowna as an organization or by a staff member or volunteer acting on behalf of CMHA Kelowna.

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;

Board Governance Policies & Procedures

Ensuring privacy

Subject to CMHA Kelowna's Privacy Policy, personal information of anyone submitting a complaint will be handled sensitively and disclosed only to those appropriate individuals at CMHA Kelowna for the purposes of responding to and resolving the complaint.

Reporting of complaints

An annual report including the number, type and disposition of complaints received will be made by the Executive Director to CMHA Kelowna's Board of Directors.