

## SHUSWAP RECREATION SOCIETY COMPLAINT POLICY

### **PART I – PURPOSE:**

The Shuswap Recreation Society (i.e. “SRS”) Complaint Policy is intended to provide a consistent and uniform process to respond to program and service delivery concerns raised by members of the public. The policy will assist the SRS in continuing to provide excellent service to the public and will contribute to the continuous improvement of operations. The following policy establishes guidelines and standards for the efficient handling and resolution of complaints made toward the SRS in order to address concerns raised and improve services.

### **PART II – SCOPE:**

A complaint is an expression of dissatisfaction related to an SRS program, service, facility, or staff member. This policy does not address:

- Inquiries;
- Request for service;
- Compliments and other Feedback;
- Request for accommodation;
- Criticisms or anonymous complaints;
- Issues addressed by legislation, or an existing municipal by-law, policy or procedure;
- A decision by Council or an Advisory Committee;
- Internal employee complaints;
- Matters that are handled by tribunals, courts of law, quasi-judicial boards, outside boards, complaints made by employees, contractors, or volunteers working on behalf of the SRS do not qualify as a complaint under this policy;

These issues can be addressed on our existing [Customer Feedback Form](#). Hardcopy forms are located at the SASCU Recreation Centre reception desk. Completed forms can either be emailed to the Privacy Officer at [info@salmonarmrecreation.ca](mailto:info@salmonarmrecreation.ca) or dropped into our locked Feedback Box located in the main reception area at the SASCU Recreation Centre.

### **PART III – TYPES OF COMPLAINTS:**

#### 1. Informal Complaints:

It is encouraged that individuals and SRS staff work to resolve issues or concerns before they become formal complaints. Informal complaints may be made in person, by phone, letter, e-mail or fax. It is the responsibility of SRS staff to attempt to resolve issues or concerns before they become formal complaints and identify opportunities to improve SRS services.

#### 2. Formal Complaints:

A formal complaint is generated when an informal resolution cannot be successfully achieved. This will result in a file generated, investigation, and decision. All complaints should be filed in a timely manner.

## **PART IV – FORMAL COMPLAINT PROCEDURE:**

1. **Filing a complaint:** The complainant must fill out a [complaint form](#) which must include the following information:
  - a. Full name and Contact details of the complainant;
  - b. Type of complaint (i.e. SRS program, service, facility, or staff member);
  - c. Details of the complaint (location, employee involved, resolution requested, enclosures, date original complaint submitted);
  - d. Signature and date;

**Anonymous or incomplete complaints will not be accepted.** Completed forms can either be emailed to the Privacy Officer at [privacy@salmonarmrecreation.ca](mailto:privacy@salmonarmrecreation.ca) or dropped into our locked Feedback Box located in the main reception area at the SASCU Recreation Centre.

2. **Acknowledgement:** Formal complaints shall be submitted to the Privacy Officer. Upon receipt, the complaint will be given a tracking number and will be acknowledged in writing within 7 calendar days. The Privacy Officer will assess if the complaint falls within this policy as per Part II of this policy.
3. **Investigation:** All complaints are investigated by the appropriate Department Head. Complaints made against Department Heads shall be investigated by the General Manager (GM) or designate. If a complaint is made against the GM, the President will investigate and may consult with the Board of Directors or designate the SRS solicitor to investigate. The designated investigator shall review the issues identified and any relevant legislation, policies or procedures. As part of the investigation, all involved parties (complainant, employee, etc.) may be interviewed by the investigator. A complaint may be considered vexatious or frivolous if it is pursued in a manner that is reasonably perceived by SRS staff to be malicious, intended to embarrass or harass the recipient, or intended to be a nuisance. Where the complaint is considered frivolous and/or vexatious, or there appears to be a pattern of frivolous and/or vexatious requests, the Department Head and GM may deem the file closed.
4. **Decision:** A decision will be made within 30 calendar days upon acknowledgement of the complaint. The Department Head, or designated investigator, shall provide a written response outlining the results of the investigation into the complaint. The response shall note whether the complaint was substantiated and include any actions the SRS may take as a result of the complaint. If the designated investigator is unable to provide a response within 30 calendar days, they shall notify the complainant of the delay and provide an estimate of when a response will be provided.
5. **Appeal:** Once the SRS has communicated the decision, there is no appeal process at the SRS level.

## **PART V – RECORDS MANAGEMENT AND PRIVACY:**

All records relating to the complaint shall be maintained in accordance with the SRS's record retention schedule. During the complaints process, all SRS employees shall adhere to all applicable legislation regarding privacy in accordance with the SRS privacy policy. Complainants should be aware that certain circumstances may indirectly identify them during an investigation.