

 Hôpital St-Boniface Hospital <small>FOUNDATEUR FONDATION</small>	Policy Name Complaints Policy
	Approved by St. Boniface Hospital Foundation Board of Directors Effective Date: June 3, 2022 Date of Next review: June 2025

POLICIES & PROCEDURES

PURPOSE

From time to time, the Foundation may receive complaints related to the organization’s policies or procedures, the application of those policies or procedures, or the conduct of the Foundation or its representatives.

This policy is intended to ensure that complaints are dealt with in a timely, consistent, transparent and fair fashion and that all complaints or comments are taken seriously. The policy is not designed to apportion blame. The aim is to ensure that the complaints process is properly and effectively implemented, and that those registering a complaint feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

POLICY

St. Boniface Hospital Foundation believes that if a donor or external stakeholder wishes to make a complaint or register a concern they should have a process to do so. It is the Foundation’s policy to welcome complaints and view them as an opportunity to learn, adapt, improve, and provide better services.

PROCEDURE

1. Many problems can be resolved easily and quickly, often as they arise, by speaking with a Foundation representative or by contacting the Foundation by phone or email. Although a complainant is not expected to prove the truth of an allegation, a complainant should be able to demonstrate that they have made a report in good faith.
2. All formal written complaints will be dealt with promptly, fairly and sensitively. Initially, the complaint will be handled by the Administrative Assistant/Receptionist or the Executive Administrator. As determined by Foundation Management, another staff member or Board member may be assigned to handle the complaint.
3. The person assigned to handle the complaint shall investigate the complaint and may seek further information as required and appropriate. The action taken shall depend on the nature of the complaint.
4. The Foundation will respond to the complainant as soon as possible after the matter has been reviewed and a determination has been reached. The complainant will be advised of the results of the review and the Foundation’s next steps to potentially resolve the complaint.

5. Staff members who receive a verbal complaint may seek to solve the issue immediately, depending upon the nature of the complaint. If the staff member cannot resolve the issue, they shall seek the assistance of their immediate supervisor who will also notify the Executive Administrator.
6. If, after receiving a response to the complaint, the donor or stakeholder believes their complaint or concern was not adequately addressed, they may request the complaint be shared with the President and CEO. Upon receipt of a complaint, the President and CEO shall review the complaint, any information gathered related to the complaint, and the resulting actions. The President and CEO shall respond to the complainant as quickly as possible to provide their findings of the review and any potential resolution.
7. The Foundation shall provide the Board of Directors with a summary of the number, type and disposition of formal written complaints received at least once per year.