



OUTSIDE LOOKING IN



COMPLAINTS POLICY

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Charitable Registration Number:
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Purpose

Outside Looking In (OLI) is committed to treating all peoples with respect and dignity. It will respond, in a timely manner, to complaints from members of the public. This policy is designed to establish the requirements and process for responding to public complaints.

OLI will seek to be a resource even in the event where OLI identifies that the complaint does not directly relate to OLI.

Scope

This policy and procedure applies to complaints received by OLI about our programs, activities, services, staff, volunteers, Board members, and any agents contracted by OLI to act on its behalf.

Definition

Complaint – any concern or criticism from a member of the public who contacts OLI to register their grievance about OLI programs, activities, services, staff, volunteers, Board members or contractor conduct. Anonymous complaints will not be acted on.

Guiding Principles

- We will respond and address all complaints promptly.
- We will interface with members of the public who have a concern with respect and dignity.
- Complaints are handled in a manner which is considered fair and impartial to all parties.
- Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with the treatment or outcome.
- Complainants are provided clear and understandable reasons for decisions relating to complaints.
- Updates are provided to complainants during review processes.
- Complaints are used to improve our program offerings, services, policies and procedures.

Complaint Handling

A complaint may be received verbally (by phone or in-person) or in writing (by mail, fax, email). An employee or volunteer who receives a complaint should first determine the proper person to handle it. This will generally be the person who has the primary relationship with the

complainant or has the specific knowledge needed to resolve the problem. When unsure on who to escalate the complaint to, they are to be directed to the Director of Operations.

Complaint Resolution

- The complaint will be acknowledged within 48 hours of receipt.
- Should the complaint not directly be related to OLI, we will aim to try to be a resource and refer the complainant to the appropriate organization or individual outside of OLI (e.g. high school principal, band council, etc.)
- As needed, we will consult with OLI staff and Board members to determine the appropriate course of action.
- Every effort will be made to respond to complaints within ten (10) business days of receipt. Exceptions may occur, given the complexity of the issue.
- Every effort will be made to respond to complaints in the same manner they were received.
- The Director of Operations will maintain a log of all complaints, including date, name, form of complaint and response method.

A summary of the complaints received, including number and type, will be reported annually to OLI's Board of Directors.