



MALTON NEIGHBOURHOOD SERVICES

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COMPLAINTS POLICY

Malton Neighbourhood Services (MNS) is dedicated to supporting the creation of connected, safe, and strong communities by offering and engaging in activities that recognize and respect the diversity of the neighbourhoods it serves.

Both internal staff, community members and partner organizations are covered in this policy. Investigation of complaints regarding unionized employees will be conducted in accordance with applicable collective agreement provisions. MNS is committed to a consistent process to respond to complaints received from service users, staff, and the community at large. All complaints are dealt with promptly, courteously, impartially, and professionally. Each complainant will be treated with respect and the complainant will not receive adverse treatment or any form of reprisal.

All non-anonymous complaints filed necessitate a response. Anonymous complaints will not be responded to.

SERVICE STANDARDS

The following Service Standards will be adhered to in the handling of all complaints received.

- Complainants must receive an acknowledgement of receipt of their complaint within **three business days**.
- This acknowledgement must identify who will be following up on the complaint as well as their contact information.

- A final response or update must be sent to the complainant within **20 business days**, barring exceptional circumstances.

Step One

- a) A member of the public with a complaint regarding a staff or aspects of services delivered by that staff may go directly to the staff for an attempt at resolution. Should there be an impasse and individual wishes to escalate the situation, the staff shall provide the complainant with their supervisor's name, contact information, and explain the formal complaints procedure.
- b) Should the complaint be received by another staff or volunteer, the recipient of the complaint should maintain strict confidence and suggest that the complainant:
 - i. discuss the issue directly with the staff involved
 - ii. may raise the issue to the employee's direct manager

If no manager is available, the person receiving the complaint will take basic contact information and advise the complainant that a manager will contact them within three business days.

Step Two

- a) If a manager is available, they should attempt to defuse the situation and come to an informal resolution. The Manager receiving a complaint will assess the information to determine if it fits within the scope of this policy.
- b) If so, the Manager will gather and review any information available to investigate the complaint to resolve the issue informally through discussions with the complainant. The investigation will be made in context of existing policies and procedures, accepted practices, and relevant legislation in place at the time of the incident.
- c) The Manager may choose to involve Human Resources or other resources as necessary if they require assistance and/or guidance.

- d) Managers must ensure all staff involved in the resolution of the complaint are aware of their responsibility to keep the issue confidential and respect the privacy rights of all parties involved.
- e) Although we do recommend that all parties involved in the complaint should meet to discuss a resolution, we understand that neither party may feel safe in doing so. The manager will then meet with the parties individually and keep a record of discussion.
- f) If the complainant is not satisfied with the manager's final decision and wishes to escalate their concern to the employee's director, but does not want to launch a Formal Complaint, the manager who is involved in the initial discussion will forward the complainant's name, contact information, a brief description of the incident to the appropriate Director and request that they call the complainant.
 - a) The manager will advise the complainant that the Director will contact them within three business days.
 - b) The Director may also seek assistance from Human Resources and/or the Executive Director for assistance depending on the nature and seriousness of the complaint.
 - c) During the complaint process, the Director must assess risk and broader impact on agency and forward complaint to Executive Director.
 - d) Every effort will be made to investigate and respond to complaints within 20 days of receipt of the Formal Complaint.
 - e) If the investigation into the complaint is not complete within 20 days, the Designate will advise the complainant or their guardian, in writing, of the status of the investigation and the expected time frame for a response.

Step Three

- i. Details of any employee disciplinary action taken will not be released to the complainant. A confidential copy of the decision will be forwarded to the Executive Director. The

original will be sealed and maintained in accordance with the Records Retention Procedures.

- ii. Once a Formal Complaint is logged, a confidential copy of the complaint will be forwarded via inter-office mail to the Chair of the Board of Directors and the Board Executive Committee, with the original going to the appropriate designated MNS Official (the “Designate”) according to the Investigation of Complaints section of this policy.
- iii. The Office of the Executive Director will provide a summary to the Board of Directors monthly.