

Toronto People With AIDS Foundation

Governance Policies and Procedures Manual

Policy Type	Policy #	Title	Approved by	Approval Date	Amendment Date
Governance	3001	GOVERNANCE: G 3001 - Feedback and/or Complaints Policy	Board of Directors	Jan 25, 2007 June 10, 2000 May 2, 2001	Aug 12, 2015

Overview: This policy outlines the rights of clients, employees, volunteers, students and members to provide feedback and/or complaints to PWA and the processes for responding.

Policy:

PWA will let the public know what methods are available for giving feedback. If a method is not suitable, individuals may request another method.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve provision of a welcoming space and high quality programs and services.

No one shall be penalized for providing feedback.

Procedure:

1. Three main mechanisms for providing feedback exist: directly in person; completing PWA's Feedback Form; and responding to survey and other evaluation opportunities.
2. Feedback can relate to:
 - a. a specific experience, event, program or service at PWA;
 - b. suggestions for enhancing programs and services or your experience at PWA;
 - c. privacy concerns;
 - d. feedback related to the accessibility of programs and services;
 - e. compliments about programs, services, volunteers, staff or your experience at PWA;
 - f. anything else about PWA.
3. For most feedback, the first step is to speak directly with the individual(s) involved.
4. Specifically, communicating complaints should follow the following processes:
 - a. Member's complaints related to agency policy or governance matters should be directed to the Board of Directors via communication with the Executive Director, communication with the Board or at a membership meeting.
 - b. Member's complaints related to services or service delivery should be directed to the appropriate staff person.
 - c. Client's complaints about the actions of a staff member should be directed to the appropriate manager.

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- d. Client's complaints about the actions of a volunteer should direct their complaint to the Volunteer Coordinator.
 - e. Client's complaints about the actions of a Board member should be directed to the Board Chair.
 - f. Executive Director's complaints should be directed to the Board Chair.
 - g. Employee and/or student complaints should be directed to their supervisor.
5. If an individual doesn't feel comfortable giving your feedback directly to the person involved, doesn't know who to give feedback to or isn't satisfied with the initial response, the second step is to submit a clear outline of feedback to the Director of Programs & Services.
 6. Should the response to the written feedback not be satisfactory, the third step is to submit feedback to the Executive Director.
 7. A fourth and final step, if required, is for feedback from members, clients, volunteers and students to be taken to the Board Chair.
 8. If the Board Chair has a conflict of interest with the feedback concern, the Board Vice-Chair will review and respond.
 9. Where feedback concerns relate to terms of the collective agreement, timelines outlined in the collective agreement article for grievance procedures will apply for union and non-union employees.
 10. Where possible, feedback will be addressed immediately. However, some feedback may require follow-up discussions, investigation and more time to address or respond to.
 11. All feedback is reviewed and where appropriate and possible while protecting confidentiality, shared with the people or teams involved for further improvement, recognition or planning.
 12. Formal feedback is documented, filed and maintained appropriately.

Forms: PWA Feedback Form

Related Policies: Confidentiality
Rights & Responsibilities
Accessibility - G-3002