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**POLICIES AND PROCEDURES MANUAL**

<b>Approved by:</b>	<b>Date:</b>	<b>Motion:</b>
BC Division Board	July 24, 2014	13-80
BC Division Board	March 25, 2017	16-63

**PURPOSE:**

This policy applies to external complaints received by Canadian Mental Health Association BC Division (CMHA BC) about our activities, programs, services, products, staff, contractors, consultants or volunteers.

This policy is intended to ensure complaints received by CMHA BC by any of our stakeholders are responded to in a prompt, fair and respectful manner.

This policy does not apply to:

- persons or organizations that may be in disagreement with CMHA BC Division’s mission and activities and decisions undertaken by us to carry out our mission. In these instances, feedback will be received and will be appropriately shared within CMHA BC, and responded to.
- persons or organizations that have a complaint about one of CMHA’s branch locations in British Columbia (or another CMHA affiliate).
- anonymous complaints\*, such as those received through feedback surveys or comment boxes, where insufficient or no contact information is provided.

**POLICY:**

**Definition**

A complaint is the expression of dissatisfaction about the service, actions, or lack of action by CMHA BC as an organization or by a staff member or volunteer acting on behalf of CMHA BC.

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by a staff member/volunteer; or
- Unfair or discourteous actions/statements by staff member/volunteer;

**Ensuring privacy**

Subject to CMHA BC Division’s Privacy Policy, personal information of anyone submitting a complaint will be handled sensitively and disclosed only to those appropriate individuals at CMHA BC Division for the purposes of responding to and resolving the complaint.

**\*Anonymous complaints**

Complaints that are grounded in evidence can be investigated and become actionable or unfounded. Follow up with the complainant is essential to pursue this process. Anonymous complaints remain spurious conjecture or opinion. It is hoped that those with legitimate complaints can be encouraged to identify themselves so their concerns can be addressed safely, respectfully and appropriately.

All anonymous complaints will be forwarded to the CEO (or the Board Chair if the complaint is about the CEO) who will screen the document for safety issues, such as threat to person, site or brand. Where no safety issues are identified, the document will be shredded and the information within disregarded.

**Reporting of complaints**

An annual report including the number, type and disposition of complaints received will be made by the CEO to CMHA BC Division's Board of Directors.