

**COMMUNITY FUTURES DEVELOPMENT CORPORATION
OF CENTRAL ISLAND**

POLICY NAME: Complaint/Conflict Resolution Policy

POLICY NUMBER: 2.4

POLICY:

The CFDC of Central Island is committed to providing excellent service. We recognize that from time to time there may be concerns or complaints and we believe that our individuals and stakeholders have the right to tell us about them. We also believe that the process for resolving concerns and complaints should be timely, fair and respectful.

This policy is a mechanism for resolving concerns and complaints about service provision. A complaint can be about a program policy including eligibility criteria, a staffing issue, quantity, quality, or availability of service and privacy issues. The procedure for making a complaint is available in plain language to all members of the public. We are committed to providing an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved. We are also committed to making this process accessible and open.

PROCEDURE:

1. The individual with the complaint or concern should have a discussion with the staff person at CFDC who is involved in the situation. The staff person shall assist the person with the process of making a complaint including completing the complaint form.
2. The information to be provided by the individual should include their personal data, the date, a description of the complaint, and the individual's suggestion to resolve the complaint.
3. If a complaint is not resolved by discussion, or the individual is uncomfortable discussing the issue with the staff person, a supervisor or manager shall be informed of the complaint. In most cases this would be the Executive Director. Management should attempt to resolve the complaint as soon as possible by meeting with the individual. The complainant has the right to bring a family member, friend or other representative to any meetings or discussions.
4. If management is not able to resolve the complaint to the satisfaction of all parties they shall inform the complainant of this indicating that the issue shall be referred to the Board for attempted resolution.

5. The Board shall then determine the appropriate action or recommendations and shall inform the individual in writing of this information. It is the responsibility of CFDC management and staff to implement the recommendations.

Appeal Process

1. If the party is still not satisfied with the outcome, the decision may be appealed.
2. The Chair and Executive Director shall consider whether or not due process was followed. This may not necessarily change the decision or final outcome.
3. The Chair and Executive Director may choose to designate a committee to complete this work.
4. If due process was not followed the outcome may be changed by the Executive Director and Chair.

Guidelines for Implementation

1. Confidentiality shall be respected at all times.
2. The initial response to a complaint shall occur as soon as possible and not longer than one week from receiving the complaint.
3. Every effort shall be made to review and respond to a complaint within 30 days.
4. CFDC shall ensure that all information is accessible.
5. Accommodations shall be provided for effective communication.
6. Documentation concerning the complaint shall be kept in a file separate from the individual's regular file.
7. The complaint form and progress notes shall remain in the department or region.
8. The Complaint Form shall be copied to the appropriate Executive Director or Manager.
9. It is the responsibility of all staff to have a working knowledge of the complaint resolution process and to co-operate with the processing of complaints.
10. It is the responsibility of the Executive Director to track and respond to any trends identified through the complaint resolution process.

EFFECTIVE: February 2011

REVIEWED and Revised: 28 February 2013

