



## YMCA Complaint Policy

### Policy Statement

The YMCA of Oakville (“YMCA”) is committed to its mission to strengthen community in spirit, mind and body and does so by providing excellent programs and services. The YMCA is open to feedback that helps us improve our practices and our ability to serve the needs of our community. We recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise, and that they need avenues to do so. This policy is intended to ensure that complaints received from stakeholders about YMCA services and programs are dealt with promptly consistently, and fairly. The YMCA recognizes that when a person has a complaint about the YMCA, the way in which his/her complaint is handled is critical to the person’s ongoing relationship with the organization.

### Scope

This policy and procedure applies to all complaints received from all YMCA stakeholders about our activities, programs, services, policies and staff or volunteers. This policy serves as a companion to the organization’s Whistleblower Policy. This policy **does not** apply to employees or volunteers, as there is a Conflict Resolution Policy available in the Human Resources Policies and Procedures to address concerns or complaints that may arise.

### Guiding Principles

- Complaints will be dealt with in a timely and sensitive manner and resolved as quickly as possible.
- Review of complaints is fair, impartial and respectful to all parties.
- Complainants are advised of their option to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- Complainants are provided clear and understandable reasons for decisions relating to complaints. Updates are provided to complainants during review processes.
- Privacy is respected. Requests for anonymity are respected and strictly adhered to.

**Definition**

Complaints are defined as an expression of dissatisfaction with regard to a service/program, an action or lack of action or a decision taken by the YMCA, or the way in which YMCA employees or volunteers carry out their duties. Complaints typically arise when a person believes:

- The YMCA has failed to do something agreed upon or expected.
- A YMCA policy or procedure has not been followed.
- A YMCA policy or procedure is unfair or inadequate.
- An error has been made.
- YMCA employees or volunteer acted in a wrongful, unfair or discourteous manner.

A complaint is distinct from an inquiry, feedback or a suggestion.

**Procedure***Informal Complaint*

If you have a complaint or concern, you are encouraged to discuss the matter with the staff who is most connected to the concern/situation, either in person, by phone, or by email. If your complaint is not resolved or if you are uncomfortable discussing the issue with the relevant person, you can inform the Supervisor/Manager or General Manager/Vice-President for the program or service. This informal process can be used to resolve many inquiries or matters of simple error that can be corrected to your satisfaction. If the matter is not resolved at this stage, you have the opportunity to make a formal complaint.

Every effort will be made to resolve complaints in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. If follow-up is required, basic contact information including name, phone number, and email address should immediately be recorded.

*Formal Complaint*

If you have been unable to resolve your concern through the informal processes described above, a formal complaint may be made in writing (by mail or email) to:

Customer Service, YMCA of Oakville  
410 Rebecca Street  
Oakville, ON, L6K 1K7  
Email address: [customerservice@oakville.ymca.ca](mailto:customerservice@oakville.ymca.ca)

Please provide your contact information, as the YMCA will not respond to anonymous complaints. If you are unable to register the complaint in this manner due to a disability, you may contact the YMCA to request accommodation, which will be provided appropriate to your needs and circumstances.

If you have a complaint about the President and CEO, or a President and CEO decision regarding membership suspension/expulsion in accordance with the organization's by-laws, you may submit a written appeal to the Board of Directors.

**Process for Resolving the Complaint**

Once you have registered a complaint, the YMCA is committed to handling the complaint promptly, consistently, and fairly. You will be treated with respect and kept informed on the status of the complaint. The YMCA will respond to your complaint within two business days of receiving the complaint to confirm that the complaint has been received, and indicate expectations for how long the investigation will take if it can be reasonably assessed at that point.

The YMCA aims to resolve all complaints within ten business days of receiving them. If this timeline cannot be met, you will be informed of the reasons and given a revised timeframe. Upon completion of the investigation, you will be provided with clear reasons for the decisions relating to the complaint.

**Appeals**

If you are not satisfied with the findings or the corrective action, you may submit a written appeal to the President/CEO or designate within ten business days of the receipt of the communication. The decision made at this level is considered final.

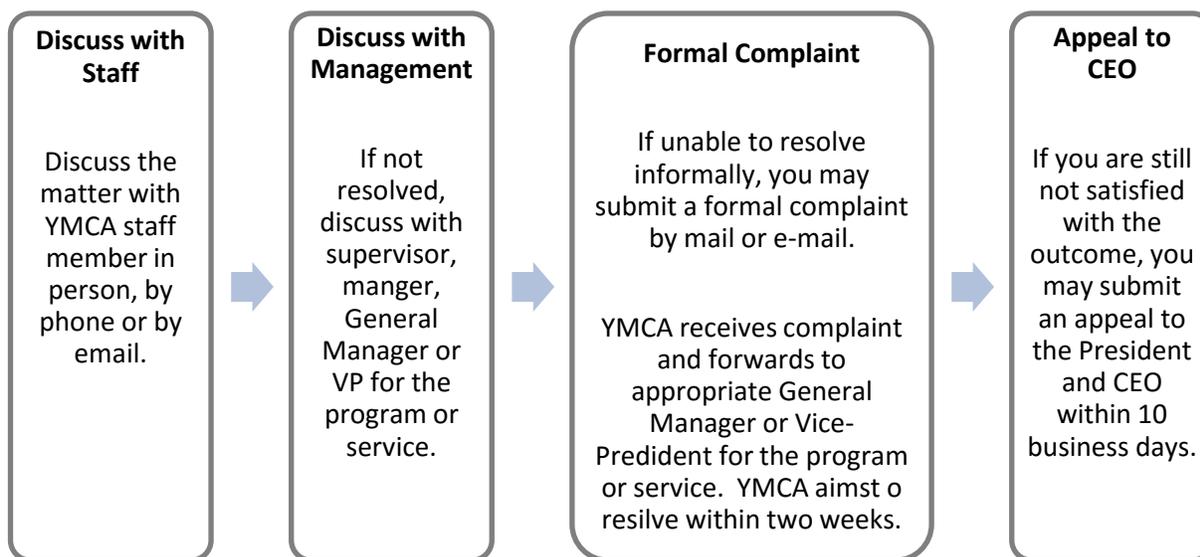
**Confidentiality/No Retaliation**

The YMCA will make every effort to ensure confidentiality for the person reporting a complaint or concern. In circumstances where programs receive funding from partner agencies, complaints may need to be shared with those agencies. No person who in good faith and under this policy submits a concern/complaint shall suffer harassment or retaliation.

**Records**

Formal complaints and resolutions will be recorded on the Complaint Recording Form and reviewed by the Vice-President or General Manager for the program or service. Information recorded includes a description of the complaint, who handled it, timeframe and a description of the resolution. A summary of formal complaints received including the number and type will be reported to the YMCA's Board of Directors at least annually.

### Diagram of Overall Process



### Accountability

Overall accountability for this policy rests with the YMCA's Board of Directors and delegated to the President and CEO.

### Board Reporting

On an annual basis, management must submit to the board a Complaints Report, which shall include as a minimum, the number of complaints in the reporting period, the type of complaint and the disposition of the complaints received.