

Policy Title:	COMPLAINTS POLICY
Section Heading:	Board Governance
Policy Number:	1.8.
Standard(s):	A14
Policy Statement:	ROM Governors responds to all complaints promptly and seeks a resolution that is fair, impartial and respectful to all parties.
Purpose:	To provide a mechanism for resolving and monitoring complaints in an endeavour to improve the quality of products and services.
Definition(s):	<p>A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by ROM Governors as an organization or a staff member or volunteer acting on behalf of ROM Governors. It is a criticism that expects a reply. Complaints could include but are not limited to the following:</p> <ul style="list-style-type: none"> • Concern from a member of the public or a supporter about a particular fundraising-approach or campaign action • Concern about the behaviour of staff or volunteers • Tardiness in receiving information, including tax receipts
Procedures:	
Responsibility	Action
Staff	<p>When receiving a complaint, seeks to understand the complaint and attempts to resolve it immediately.</p> <p>Treats everyone who makes a complaint with courtesy and respect. In return, ROM Governors expects people who make a complaint to express their concerns fairly and appropriately.</p> <p>If the complaint cannot be resolved immediately, acknowledges the complaint, captures basic contact information (name, phone number and email), records the complaint on the Complaints Tracking Sheet, and attempts to resolve the matter within 5 business days, in consultation with their supervisor.</p>

	<p>All complaints will be handled on a confidential basis if requested by the complainant. ROM Governors will not respond to complaints made anonymously.</p> <p>If they are dissatisfied with their treatment or outcome, advises complainants of their option to escalate their complaint to the EVP, Operations who reviews regularly all complaints with the President & CEO.</p>
EVP, Operations	<p>Annually, provides a report to the Governance & Nominating Committee on complaints received including the number, type and resolution.</p> <p>When complainants harass staff, behave abusively, or unreasonably pursue complaints, ROM Governors reserves the right to withdraw or modify its complaints process.</p>
VP, Communications	Posts this policy online.
Contact Person:	EVP, Operations
Monitoring Tool(s):	Complaints Tracking Sheet
Relevant Form(s):	N/A
Related Policies:	Privacy Policy
Review Frequency:	Annual
Revised Date:	June 6, 2024 (Governance & Nominating Committee)
Approval Date:	June 21, 2024 (Board of Governors)