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| Complaint Policy | | |  Canadian Mental Health Association Northern BC <i>Mental health for all</i> |
| Policy # | Personnel | Date Created | March 3, 2016 |
| Authority | Board of Directors | Date of Last Review | October 29, 2021 |

CMHA will accept complaints that arrive in verbal or written forms and will ensure that a link to the complaints process is provided via our on-line presence through our web page. At each Board Meeting the Executive Director will provide a summary report of all complaints and compliments received to ensure positive and constructive feedback is captured and communicated to the board.

Guidelines

Complaint against an Employee

The proper channel for an individual to voice a complaint against an employee is to approach the following individuals in the order indicated:

- The employee against whom the complaint is directed;
- Immediate supervisor;
- Executive Director
- Board of Directors – process to submit noted below:
 - ✓ Email board@cmhanorthernbc.ca noting name of board chair in the subject line or
 - ✓ Submit a letter in a sealed envelope addressed to the board chair
 - ✓ Ask to attend in person to a board meeting with complaint noted in writing provided prior

The employee and immediate supervisor shall be informed of the complaint immediately and shall have an opportunity to respond. The supervisor will be responsible to initiate an investigation following procedures outlined through Collective Agreement. If the complaint cannot be satisfactorily resolved by the individuals concerned, the complainant will inform the Executive Director in writing (letter or email) who shall maintain a record of the complaint and resolution. If in the opinion of the Executive Director the complaint is serious, a written and signed copy of the complaint must be provided. In the event the complainant is unable to prepare a written complaint, the Executive Director may help in preparing a statement, which is then signed by the complainant. The Executive Director or the immediate supervisor shall maintain a record of the complaint and resolution and may choose to record the incident in the employee's personnel file if deemed appropriate within collective agreement. If the complaint cannot be resolved by the Executive Director, the matter shall be referred to the Board of Directors.

Organizational Complaint

Any complaints made by an individual directly against the organization shall be filed immediately to management by the complainant in written form. Such complaints will be brought to the Management Meeting to try and resolve the concerns of the complainant and keep written and signed copies of complaints along with the steps taken to resolve the matter. An investigation of the facts will occur. The Executive Director will keep of all documentation related to the complaint and the resolution along with the steps taken to resolve the matter. The Board of Director's will be asked to take over in the event that resolution is not possible at management level.

Breach of this policy may result in discipline up to and including termination for volunteers, employees, or management.