

## EXTERNAL POLICY ON STAKEHOLDER COMPLAINTS

La Passerelle-I.D.É. is committed to providing a timely, fair and respectful response and resolution to complaints from external stakeholders.

### **Scope**

This policy is intended for people outside La Passerelle-I.D.É. This may include customers, partners, donors, members of the local community and other external stakeholders.

### **Guiding Principles**

It is in the interest of all parties that complaints be handled promptly and resolved as quickly as possible on the basis of the following guiding principles:

1. Complaints must be examined fairly, impartially and with respect for all parties.
2. Complainants should be informed of their options to take their complaint to a senior member of staff if they are dissatisfied with the treatment or outcome.
3. Complainants must provide clear and understandable reasons for decisions on complaints.
4. Complainants should receive updates during the review processes.
5. Complaints will be used to improve services, policies and procedures.
6. The complaints handling process will be accessible to all persons, and La Passerelle-I.D.É. will endeavour to reduce barriers to access wherever possible.

### **Types of Complaints**

A complaint is an expression of dissatisfaction with the service, actions or lack of action of La Passerelle-I.D.É. as an organization or staff member or volunteer acting on behalf of La Passerelle-I.D.É.. Examples include, but are not limited to, the following:

1. Perceived failure to do something agreed upon
2. Non-compliance with policy or procedures
3. An error by a member of staff or volunteer
4. Unfair or discourteous actions or statements by a member of staff or volunteer

Any external stakeholder concerned may complain and their complaint will be examined in accordance with this policy and procedure.

### **Receiving and Handling Complaints**

A complaint may be received verbally (by telephone or in person) or in writing (by post or e-mail [info@passerelle-ide.com](mailto:info@passerelle-ide.com) ). The employee who initially receives the complaint will record the complaint and the complainant's contact details. The employee will also acknowledge to the complainant that the complaint has been received and that it will be followed up personally or by another member of staff. If a timeframe for action can be determined, this will be included in the acknowledgement.

All information from the complainant will be treated with sensitivity. Only those directly involved in the resolution of a complaint will have access to the complainant's information.

### **Complaint Resolution**

Every effort will be made to resolve complaints received in a timely manner. Where a verbal complaint is received, staff will seek to understand the complaint and will attempt to resolve it immediately where possible. Complaints received in writing will be acknowledged within two working days if a telephone number or email is on file. Otherwise, efforts will be made to resolve and communicate the matter in writing within 10 working days.

Where a complaint cannot be easily resolved, it will be escalated to the next level of authority. It will escalate to the Chief Executive if a resolution is yet to be found. Complainants will be kept informed of the status of their complaint. Every attempt will be made to resolve escalating complaints within a further 10 working days so that all complaints are resolved within one month of receipt.

If the CEO's written decision is not satisfactory, or if the complaint is about the CEO, the complainant may refer the matter to the Board of Directors. The submission must be in writing and addressed to the Chairman of the Board of Directors at the following address:

La Passerelle-I.D.É.  
Chairman of the Board  
2 Carlton Street  
Toronto M5B 1J3

The Board of Directors will render a written decision within 60 days of receipt of the complaint..

### **Report on Complaints**

Any complaint that cannot be resolved immediately will be recorded on the Complaints Tracking Form. The information collected includes the date of the complaint, the name of the staff receiving the complaint, a description of the complaint, a description of the response and whether the complainant was satisfied with the response.

A summary of the number and type of complaints received will be reported to the Board of Directors on an annual basis.