



Service User Policies and Procedures

EXTERNAL FEEDBACK/COMPLAINTS

POLICY

The YMCA of Medicine Hat prides itself on maintaining the highest level of transparency while modeling core values of honesty, respect, responsibility, caring, and inclusivity. We strive to ensure all persons who access the YMCA of Medicine Hat programs and services, and all employees and volunteers who provide such programs and services, have written guidelines that outline the process of providing feedback.

Person(s) served by this policy and procedure include members, service users, participants, families, individuals, volunteers, staff, and community members and/or groups.

Guiding Principles

- It is in the interest of all parties that complaints are dealt with promptly 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.
- Complaints help us in improving services, policies, and procedures.

To promote the accessibility of our complaints process, the External Feedback / Complaints Policy can be accessed at the following web address: www.medicinehatymca.ca. QR codes providing direct access to this email address are visibly located in all YMCA of Medicine Hat programs and facilities.

DEFINITIONS:

Complaint: An expression of dissatisfaction about the service, actions, or lack of action by the YMCA of Medicine Hat as an organization, or a staff member or volunteer acting on its behalf.

Examples include but are not limited to:

- Departures from our ethical standards
- Matters that have the potential to impact participant safety
- Failure to observe policy or procedures
- Unfair or discourteous actions/statements by staff member/volunteer

Note: Internal human resources complaints are excluded from the scope of this policy as they fall under the YMCA's Internal Human Resources Policies and Procedures

Complainant: The person who makes the complaint.



Service User Policies and Procedures

PROCEDURES

1. If an individual or group wishes to provide feedback to an employee or volunteer, they should first contact the relevant employee/volunteer directly (i.e., in person or via telephone, email, or mail) to share their feedback and attempt to resolve the issue. All communication must occur calmly and respectfully in a manner that upholds the YMCA's values and follows the Member/Participant Code of Conduct.
2. It is necessary to keep a written record of any verbal complaints made directly to an employee or volunteer. This information must be recorded immediately (on the same day it is received). Information about the complaint must include:
 - Name, email, phone number of complainant
 - Factual description of the complaint or incident (i.e., no opinions or interpretations)
 - Date and time of the complaint
 - Location of complaint
 - Name of any employees/volunteers involved
 - Who was assigned to investigate and/or resolve the complaint
3. If a complaint is received in writing, the employee receiving must respond promptly to acknowledge its receipt and explain how it will be handled.
 - a. The employee should confirm that the complainant has already tried to resolve the issue directly with the employee/volunteer, if applicable. If they have not, the complainant should be referred back to that employee/volunteer.
 - b. If that has been done, or is not reasonable given the specific situation, the employee receiving the complaint must determine the proper person to respond. This will generally be the employee who has the primary relationship with the complainant or has the specific knowledge that is needed to resolve the problem. In many cases, the employee who received the complaint will be the appropriate person to resolve it.
 - c. If the complaint is transferred to another employee, it should be done so via email to ensure no information is missed. The person receiving this email must acknowledge its receipt directly to the complainant (copying in the employee who sent it) and commit to responding promptly. If a timeframe for action can be determined, that information should be provided to the complainant.
4. If resolving the issue directly with the relevant employee/volunteer is unsuccessful or the complainant feels it is not an option, they must submit a written complaint to the appropriate General Manager within 3 business days. Email is an acceptable format and should be directed to feedback@medicinehatymca.ca.
 - a. The General Manager will review the complaint and investigate. This may involve interviewing the individuals involved, reviewing incident reports, meeting with all parties, etc.
 - b. The General Manager will advise the member of the outcome of the complaint, where appropriate within fifteen (15) working days after receipt of the complaint.



Service User Policies and Procedures

- c. If the complainant does not agree with the decision made by the General Manager, a written complaint outlining their rationale must be forwarded to the CEO within 3 business days.
- d. The CEO will further investigate the complaint and make a binding final decision within fifteen (15) working days of receiving the complaint.
- e. The CEO has final decision-making authority over the resolution of all operational or day-to-day complaints.
- f. If the complaint is directly and specifically against the CEO's conduct or behaviour, it must be submitted in writing to the President of the Board of Directors via mail to 150 Ash Avenue SE, Medicine Hat, AB T1A 3A9. A response will be received within thirty (30) days of receiving the written complaint. The Board President has final decision-making authority over the resolution of all complaints regarding the CEO. Note: The YMCA of Medicine Hat has a Governance-based Board of Directors. This means their responsibility is solely focused on the organization's bylaws, mission, vision, values, financial oversight, and strategic planning/outcomes. The Board has no authority over day-to-day operations as this is the role of the CEO.
- g. Once the complaint has been resolved, this documentation will be updated to include a summary of the actions taken and the resolution of the issue. This documentation will be securely stored within the YMCA of Medicine Hat's digital filing system, accessible by the CEO and senior leadership team.



YMCA of Medicine Hat

Operations Policies & Procedures