



POLICY NAME:	External Complaints Policy
POLICY NO:	DCM.06
EFFECTIVE DATE:	August 2024
REFERENCE:	HOSPICE WIDE
DATE REVIEWED/REVISED:	August 2024
AREA/DEPARTMENT:	FINANCE

PHILOSOPHY

Canuck Place Children's Hospice ("CPCH" or "Canuck Place") takes complaints received from external partners and donors very seriously and undertakes due investigation into each complaint received. We recognize that from time to time external partners may undertake to provide feedback and we are committed to addressing and resolving complaints in a timely, respectful, and fair manner.

BACKGROUND

Canuck Place families have a fulsome process as beneficiaries of the organization as to how to provide feedback to Canuck Place staff regarding the care they received. This can be found here: [Family feedback form - Canuck Place Children's Hospice](#).

Feedback from or concerning Canuck Place Volunteers is governed by Policy # VS.17.

POLICY

This policy pertains specifically to other external partners outside of direct beneficiaries, including but not limited to: Donors, partners, collaborators, members of the media and more.

Complaints received by Canuck Place which are deemed to be legitimate and in good faith are tracked at the level of Senior Leadership and responded to promptly by a Senior Leader in the affected department, or their designate.

Senior Leadership informs the CPCH Board of Directors annually, at minimum, on the number of complaints received, the method in which we received all complaints over the year, and areas of our operations to which the complaints pertain.

Canuck Place will make every reasonable effort to respond to complaints with a thorough and fair investigation of the nature of each complaint. In some cases, this may involve a longer investigation process, and complainants can expect a timeline by which they can expect a resolution and/or update.

This policy applies to complaints regarding the nature of Canuck Place programming, donations, or public profile, and does not apply to complaints subsequently made about the resolution of prior complaints.

Process for raising a concern

Initial inquiry

Inquiries and complaints may be made in a variety of ways, including but not limited to:

- hello@canuckplace.org, which will be distributed to the appropriate department for resolution ;
- Online feedback and via Canuck Place website ;
- Message to the CEO indicating the complaint;
- Message to contacts duly listed on donor receipts or letters;
- Message to donorservices@canuckplace.org, in particular with concerns regarding gift acknowledgments and receipting;
- Direct outreach to a donor's Primary Relationship Manager/ direct contact within the Development team;
- Direct outreach to the program leader to which the complaint pertains;
- Message via social media through Canuck Place handles or similar online Canuck Place property;
- Phone call via 604-731-4847

Canuck Place will acknowledge the receipt of your inquiry within two (2) business days. As determined by the organization, a staff member – who may or may not be the staff person who originally responded to the complaint – Senior Officer Leader or Board member may be assigned to handle the inquiry.

If the problem cannot be resolved after your initial inquiry, a complaint should be submitted in writing or by email directly to the Chief Finance Officer, Helen Worth, at helen.worth@canuckplace.org.

Contents of the Complaint

Please provide sufficient information when making a complaint, including the date, time, location of the incident(s), the individual(s) involved, and description of the specific conduct or quality issue causing the complaint.

Canuck Place reserves the right to dismiss complaints that are clearly not made in good faith.

Good faith complaints will be investigated according to the level of information provided in the original complaint, or in subsequent follow up communication with the complainant. Every reasonable effort will be made to ascertain enough detail to properly conduct an investigation.

Investigation of the Complaint

Canuck Place shall investigate the complaint and may seek further information from any officer, director, employee, contractor, witness, volunteer or partner who hold or may hold further information or context pertinent to the content of the complaint, as appropriate. Actions will be determined according to the outcome of the investigation and the nature of the original complaint.

Canuck Place will handle any allegation reported pursuant to this Policy respectfully and with discretion. If the facts warrant it, Canuck Place will take reasonable corrective or disciplinary action.

Any complaint indicating potential criminal conduct may be reported to the relevant authorities.

Complaint Resolution

Canuck Place will respond as soon as reasonably possible after the matter has been reviewed and a determination has been reached. The complainant will be advised as to the completion of the investigation when it occurs, and the outcome will be shared only in cases where disclosing the outcome does not infringe on the privacy of individuals involved, or create undue risk to Canuck Place.

Anonymous Complainants

Canuck Place encourages complainants to put their names to their inquiries and include a means of communicating the outcomes of investigations when reached.

Canuck Place will investigate anonymous complaints to the extent possible, and will weigh the prudence of undertaking and/or continuing an investigation against the likelihood of confirming or collecting the necessary details pertaining to the complaint, including verifying the accuracy of allegations.

Any questions pertaining to the interpretation or execution of the policies above should be directed to the Chief Finance Officer