

POLICY:	Stakeholder Feedback and Complaints
EFFECTIVE DATE:	April 19, 2021
DATE LAST REVIEWED:	November 5, 2018
HISTORY OF REVISIONS:	April 19, 2021; November 5, 2018
SUPERSEDES:	All previous policies and statements
APPROVED BY:	Brandon Literacy Council Inc. Board of Directors
RELATED DOCUMENTS:	<ul style="list-style-type: none"> ▪ Harassment and Abuse Prevention Policy ▪ Harassment and Abuse Prevention Code of Conduct ▪ Incident Reporting Policy ▪ Progressive Discipline Policy ▪ Confidentiality Policy

PURPOSE:

The purpose of this policy is to establish appropriate processes and procedures to receive and address stakeholder feedback and complaints about Brandon Literacy Council Inc.'s services and administrative practices.

SCOPE:

This policy is inclusive of, but not limited to, all Brandon Literacy Council Inc. (BLC) stakeholders such as its employees, contract workers, volunteers, board members, learners, donors, funders, community partners, the Brandon and area community in general and other groups or organizations that have an interest in BLC.

POLICY STATEMENT:

BLC views feedback and complaint reporting as a necessary way for it to ensure the quality of its services and to learn and improve its practices for the future. The information received through a feedback or complaint process can assist BLC in taking steps to better support individuals and to improve administrative practices.

DEFINITIONS:

Complaint: A statement that something is unsatisfactory or unacceptable.

Feedback: Information about reactions to either a product or a person's task performance, for example, which we may then use to improve that process or performance.

Stakeholder: A person with an interest or concern in something, especially program participants such as, but not limited to, providers and recipients of organizational and programming services.

RESPONSIBILITIES:

The Executive Director is responsible for creating stakeholder awareness of and access to this policy and its associated procedures, as well as receiving and directing stakeholder feedback and complaints in accordance with this policy.

It is BLC's intention to:

- Ensure that both feedback and complaints are properly identified and dealt with appropriately as per specific policies herein and per associated policies such as incident reporting and harassment and abuse prevention.
- Provide a fair process which is clear and easy for feedback providers or complainants to follow (that is, any stakeholder providing feedback or a complaint, from now on referred to as the 'Complainant').
- Ensure all complaints are handled appropriately, fairly, and in a timely manner.
- Ensure that complaints are, whenever possible, resolved according to workplace etiquette and comply with all prevailing legal requirements.

PROCEDURES:

1. Stakeholder Reporting

- a. Feedback or complaints can be submitted by any stakeholder to BLC either verbally or in writing. Stakeholders must direct feedback or complaints to either the Executive Director, or to any BLC board member in the following ways:
 - i. In person at BLC's classroom at 129 – 12th Street in Brandon, MB
 - ii. By phone or fax to 204-729-9964
 - iii. By email to feedback@blcbrandon.com
 - iv. By mail to Brandon Literacy Council Inc., 129-12th Street, Brandon, MB R7A 4L8
 - v. By in-person drop off to the secure Feedback, Complaints, and Incident Reporting box located in the BLC reception area.
- b. Since feedback and complaints can come in any form (e.g., hand-written notes or emails) the Feedback Form (Annex 1) outlines the following information as essential for BLC's needs:
 - i. The date the feedback or complaint was given or occurred.
 - ii. The Complainant's full name and contact information. Note that the Complainant has the right to choose to remain anonymous.

- iii. The name and title of the person submitting the feedback or complaint—if the feedback or complaint is submitted on the Complainant’s behalf.
 - iv. A concise feedback or complaint summary.
- c. BLC will consider any feedback or complaint received and reported (either by or amongst stakeholders) that demonstrates a breach of both the BLC’s Learner and Learning Agreement as an incident, which BLC will address according to its Incident Reporting Policy. Once BLC confirms the incident, it requires the Complainant to complete an Incident Report.
 - d. BLC will handle all personal information for any stakeholder involved in a feedback or complaint sensitively and with the utmost degree of confidentiality.
 - e. Both the Executive Director and a representative from BLC’s Board of Directors (hereafter referred to as the ‘Board’) will address any feedback, complaint, or incident that alleges any occurrence of harassment or abuse of any nature (inclusive of, but not limited to mental, verbal, physical or sexual abuse) according to specific provisions within BLC’s Incident Reporting Policy, Harassment and Abuse Prevention Policy and Harassment and Abuse Prevention Code of Conduct.
 - f. BLC’s Executive Director will immediately report any feedback, complaint, or incident report that indicates criminal activity to local authorities for action by appropriate law enforcement entities.

2. Stakeholder Feedback and Complaint Resolution Process

- a. Feedback and complaints received by BLC that contain neither an indication of a breach of either BLC’s Learner or Learning Agreement, nor identify specific individuals, will be addressed directly to the Complainant with appropriate communication by the Executive Director.
- b. BLC will address any feedback and complaint it receives that identifies specific individuals, yet does not contain any breach of BLC’s Learner or Learning Agreement, using the following guiding principles:
 - i. Whenever possible and appropriate, it is best for the Complainant to first raise the concern with the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it immediately.
 - ii. If the Complainant feels uncomfortable talking to the person responsible for the issue being complained about, or, if the Complainant has been unable to resolve the complaint, the Complainant may request the Executive Director’s assistance to resolve the complaint.
 - iii. In resolving a complaint, the Executive Director will handle the feedback or complaint resolution along with an unbiased BLC personnel to mediate a direct discussion with the parties involved in the complaint.
 - In instances where there is disagreement between the Complainant and the specific individuals involved in either a feedback or complaint incident, the

Executive Director and the unbiased BLC personnel are entitled to call upon third party witnesses to validate the veracity of the feedback or complaint, as reported.

- iv. The Executive Director will identify one unbiased BLC personnel to help oversee all resolution stages. Together, the two will assess, identify and communicate a resolution to the Complainant's feedback or complaint. This resolution will consider the input from other stakeholders and witnesses.
 - Whether the feedback or complaint reported proves to be justified or not, BLC will reply to the Complainant (and any other involved stakeholder) and its reply must describe any action taken to investigate the complaint, the conclusions from the investigation, and any action taken to resolve the feedback or complaint.
 - Either the Executive Director or the appointed, unbiased BLC personnel may report feedback and complaint resolutions to the Complainant (and any additional stakeholder) both verbally and in writing (either hard or email).
 - Any disciplinary measure employed to resolve the feedback or complaint (which results from the resolution process) must align with BLC's Progressive Discipline Policy.
 - BLC must support its feedback and complaint resolutions with specific reference to its standing policies and procedures together with all prevailing relevant legal requirements.

3. Appeals to Feedback or Complaint Resolutions

- a. Any stakeholder directly affected by, or involved in, a Feedback or Complaint Resolution who feels that the issue has not been fairly resolved can appeal for the Resolution to be formally reviewed by BLC's Board.
 - i. Any stakeholder who requests board review appeal must first make their appeal in writing and then submit it to the BLC Board either via the Executive Director, or directly to the BLC Board Chair.
 - ii. The BLC Board must then acknowledge to the stakeholder that it received their appeal within five working days from which it received that appeal. The acknowledgement to the stakeholder will, at minimum, provide:
 - The names of both the BLC Board Chair and the unbiased board representative who will provide oversight throughout the Resolution's review.
 - The date by which the Complainant will receive a reply to the resolution from the board. For example, if the next board meeting is February 1, their detailed reply would be provided five working days after.
 - A copy of the Resolution Appeal Procedure herein.

4. The Board Chair will be responsible for tabling a review of the Resolution at the next occurring BLC Board of Directors meeting.
 - i. The Board will review the Resolution to determine if the resolution followed BLC standing policies and prevailing relevant legal requirements.
 - ii. In instances where the Resolution is found to be following BLC standing policies and prevailing legal requirements, the Resolution and its actions will remain valid.
 - iii. In instances where the Board finds that the Resolution does not follow BLC standing policies and prevailing legal requirements, it will consider both the Resolution and its actions invalid. In its responsibility, the Board will then identify the correct course of action to remediate the Resolution.
 - Whether the reviewed Resolution is found to be either valid or invalid, justified or not, the BLC Board Chair's reply to the stakeholder's resolution appeal must describe all actions taken to review the Resolution, the review's conclusions, and any remediations made to correct the Resolution.
 - The Executive Director will implement and enforce all conclusions and actions that result from the BLC Board's resolution review.
5. Variations in Feedback and Complaint Procedures
 - a. The Executive Director and the BLC Board may vary the feedback and complaints procedure for good reason that is inclusive of, but not limited to, conflict of interest. For example, a complaint about the Executive Director should not also have the Executive Director involved in the decision-making process that determines its Resolution.
 - i. In the occurrence of such instances, the party in conflict of interest (with the policy provisions above) is to be immediately replaced, in practice, by a representative from the BLC Board, as selected by the Board's Chair.
 - b. As a registered charity, BLC is overseen by the Canada Revenue Agency (CRA) Charities Directorate. Stakeholders maintain the right to inform the CRA Charities Directorate of the Feedback or Complaint at any time.
 - i. Information about the kind of complaints the CRA can involve itself in, and how to submit a complaint, can be found online at:

<https://www.canada.ca/en/revenue-agency/services/charities-giving/charities/contact-charities-directorate.html>

QUESTIONS:

Direct any questions about this policy to the Executive Director.

REFERENCES:

English Oxford Living Dictionaries:

<https://en.oxforddictionaries.com/>

Surrey Place Centre – Statement of Policy and Procedure:

<http://www.surreyplace.on.ca/wp-content/uploads/2017/04/Stakeholder-Feedback-And-Complaints.pdf>

Vantage Point Feedback Policy:

<http://www.thevantagepoint.ca/feedback-policy>

POLICY REVIEW:

The BLC Board will review the Stakeholder Feedback and Complaints Policy at least every three years to ensure that it remains relevant and appropriate. The Executive Director both implements and monitors this policy for its effectiveness.

BOARD CHAIR’S CERTIFICATE:

I, the undersigned, the duly appointed Board Chair of Brandon Literacy Council Inc., hereby certify this policy’s adoption.

Robert D. Harrison

Board Chair

Date

Annex 1: Feedback Form



Brandon Literacy Council Inc. – Feedback Form

<p>Thank you for taking the time to provide feedback! We appreciate hearing from you and will review your comments carefully.</p>	
<p>Date of Feedback (Year / Month / Day): Please provide your feedback in the space below (If more space is required, please use back of form):</p>	
<p>From your perspective, how urgent is this feedback?</p> <p style="text-align: center;">High Medium Low</p>	<p>Have you made this feedback before?</p> <p style="text-align: center;">Yes No</p>
<p>OPTIONAL: If you would like to be contacted regarding your feedback, please provide your contact information.</p> <p>Name: _____ Phone Number: _____ Email Address: _____</p>	
<p>For Office Use Only: Date Received: _____ Received By: _____ Addressed: _____ Results: _____</p>	