



Meals on Wheels | Family Respite Centre | Health Promotion Services | Community Integration

Volunteer Program

Concerns/Complaints Procedure

The Health and Home Care Society of BC (Care BC) aims to create an environment where volunteers feel valued and safe when performing their role. Care BC recognises the unique contribution and dignity of every volunteer and will not tolerate harassment or discrimination of any kind. Care BC also recognises that there may be occasions when volunteers have concerns or complaints. The procedures below provide an open and fair way for volunteers to make their problems known and aims to enable complaints to be resolved quickly before they become major problems. Care BC takes all complaints seriously and will take appropriate action to ensure that any issues are resolved.

Definition of Complaint:

A statement that something is unsatisfactory or unacceptable (Oxford English Dictionary 2014). This may include an expression of dissatisfaction with Care BC services, staff members or other volunteers involved with or acting on behalf of Care BC. It may also include complaints about clients or other stakeholders such as a client's family.

Procedure:

1. Informal Discussions

If any volunteer has a concern or complaint about another party they should initially approach the individual to see if this can be resolved informally through discussion. These complaints may be received verbally or in writing. Hopefully most complaints can be resolved in this fashion. Volunteers may ask for support or advice from the Volunteer Manager or Program Manager before approaching the person.

2. Formal Complaints

If informal discussion does not yield satisfactory results for the complainant, they are invited to lodge a formal complaint. This complaint must be received in writing and addressed to the Volunteer Program Manager. In the case that the volunteer wishes to complain about the Volunteer Manager or Program Manager, they may address their complaint to the Executive Director. Furthermore, in the case that the volunteer wishes to complain about the Executive Director they may address their complaint to the Board of Directors.

Staff will endeavour to resolve formal complaints in a timely and satisfactory manner. All complaints will be logged appropriately.



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Upon receipt of the complaint, a relevant staff member will conduct an investigation which may involve:

- a) Talking to the complainant.
- b) Talking to the parties implicated in the complaint (if appropriate).
- c) Taking appropriate action if necessary (e.g. reporting staff members, changing scheduling, re-training or ending relationships, etc.).
- d) Keeping records of the process.
- e) Following through with other volunteer policies and procedures, including the volunteer dismissal policy if required (if other volunteers are involved).

If a complaint is not easily resolved it will be escalated to a relevant employee e.g. Care BC Executive Director. Every attempt will be made to resolve complaints to the satisfaction of all parties.

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