

## Complaints Policy

**Date Approved: September 13, 2023**

**Approved By: Board**

**Regularity of Review: Every 3 years**

**Date for Next Review: September 13, 2026**

**Imagine Canada Section A14**

### FEEDBACK POLICY AND PROCEDURE

- **Policy Rationale**

Parkinson Canada is committed to providing our stakeholders with a high level of service. As such, we welcome their comments, suggestions and concerns. This feedback allows us to continue improving our services and operations.

- **Who can make a complaint?**

A “**Complaint**” is an expression of dissatisfaction regarding Parkinson Canada, including its staff and its services.

Complaints may come from anyone who interacts with Parkinson Canada, including donors, clients, event participants, agencies with whom we work, those impacted by the services we deliver, and the general public. If necessary, a person can ask a representative to make the complaint on their behalf.

- **Governing Principles**

Complaints may be made formally or informally. Regardless of form, we commit to the following:

- handling complaints as quickly and thoroughly as possible;
- reviewing complaints in a fair and respectful manner;
- advising complainants of the option to escalate their concerns if they are dissatisfied with services or treatment;
- providing appropriate updates to complainants regarding the complaint review process;
- providing complainants with reasons for the decisions made as part of the review process;
- keeping complainant information as confidential as possible.

- **Stages of the Complaints Procedure**

- a. Stage One – Informal Resolution

To the extent possible, Parkinson Canada encourages resolution of any Complaints at the local level with dialogue among those directly involved. Many concerns can be resolved at the time they

arise by speaking with a contact at Parkinson Canada. Individuals who call Parkinson Canada's National Office (1-800-565-3000) will be connected with an appropriate staff member based on the nature of their Complaint. A Complaint may be escalated to a higher level of supervision, depending on its nature and the outcome following an attempt at informal resolution.

#### b. Stage Two – Formal Complaints

If a concern is not resolved at Stage One, or if an individual wishes to make a formal Complaint ("**Formal Complaint(s)**") at the outset, that person ("**Complainant**") may do so in writing to Parkinson Canada's Chief Executive Officer ("**CEO**"), by email at [karen.lee@parkinson.ca](mailto:karen.lee@parkinson.ca) or by mail to 4211 Yonge St #316, North York, ON M2P 2A9.

Formal Complaints should set out the nature of the concern in as much detail as possible and include contact details for the Complainant, where possible.

All Formal Complaints should be in writing. Where a Complainant is unable to put a Formal Complaint in writing, the Human Resources Manager or their delegate should ensure that a record of the Formal Complaint is made and ask the Complainant to sign it.

- **Handling of Formal Complaints**

Once received, a Formal Complaint will be recorded by the CEO (or designate) and directed to the appropriate person to handle it. This will generally be a person with specific knowledge needed to resolve the problem and/or a connection to the situation underlying the Formal Complaint. If the Complaint began at Stage One, it will be assigned to a different employee at Stage Two.

The person to whom the Formal Complaint is assigned by the CEO (or designate) will be responsible to either resolve or further escalate the Formal Complaint. At any stage, the person assigned the Complaint may attempt to resolve matters through dispute resolution, such as mediation.

- **Response Times**

All telephone calls requesting a return call received will be returned within no later than 2 working days..

Written correspondence will be acknowledged within 4 working days of receipt and a full reply will be sent within 21 working days of receipt, wherever possible.

The Complainant will be kept reasonably informed as to what is happening with their Formal Complaint. If for whatever reason it is not possible to deal with the Formal Complaint within the timeframe set out above then the Complainant will be informed of this, and a reason given.

- **Recording of Complaints**

A record of a Formal Complaint and its outcome should be kept and this should be filed separately from any other records Parkinson Canada may have regarding the Complainant.

- **Complaints Leading to Disciplinary Action**

This policy is concerned only with resolving Complaints and not with the investigation of disciplinary matters.

The purpose of the complaints procedure is not to apportion blame amongst staff. It is to address Complaints and to learn any lessons for improvement in service delivery.

While some Complaints may uncover information that indicates a need for disciplinary investigation, such investigation is a separate matter for management, outside the complaints procedure.

- **Resolving a Formal Complaint**

Once Parkinson Canada has determined that a Formal Complaint has been investigated or otherwise resolved, it will inform the Complainant accordingly.

Parkinson Canada will provide the Complainant with a short written summary that describes the action taken to investigate or otherwise address the Complaint, the general conclusions from the investigation, and summary of action taken as a result.

As a guiding principle, the Complainant should be able to understand what happened, why it happened and what action has been taken as a consequence to ensure that it does not happen again.

- **Monitoring and Reporting**

Continued monitoring of Complaints will take place within the organization and will form part of the compliance reviews. The Board of Directors will receive a consolidated, statement of Formal Complaints every board meeting (three times per year).

Parkinson Canada will be required to make available information regarding the numbers of Formal Complaints as part of its annual report.

Arrangements for dealing with Complaints (both informal and formal) will be monitored by the CEO (or designate) to identify trends and ensure that appropriate action has been taken. Procedures will be reviewed annually, both to consider any amendments that are necessary to services and procedures as well as to enable effective and satisfactory working arrangements to be maintained. Spot checks will be made to verify that action resulting from a Complaint (both formal and informal) has been implemented.

- **Retaliation**

Under no circumstances shall any member of Parkinson Canada retaliate against any Complainant who, in good faith, brings forward a Complaint pursuant to this policy.

- **Review**

The policy will be reviewed 1 year from implementation or last review date.