



Complaints Policy

Original date: December 1, 2010

Last revised: March 1, 2016

1. Objective

The YMCA of Greater Toronto is committed to providing an environment in which all people join together in activities that will be conducive to their intellectual, emotional, spiritual, social and physical well being while contributing to the betterment of the community. We recognize that from time to time there may be concerns or complaints, that our stakeholders have the right to raise such complaints or concerns, and that they need an avenue to do so. This policy is intended to ensure that complaints received from members of the public about YMCA services and programs are dealt with promptly and fairly.

2. Scope

This policy applies to all complaints received from members of the public about our activities, programs, services, staff and volunteers. This policy serves as a companion to the organization's Ethics Reporting/Whistleblower Policy. This policy does not apply to employees or volunteers as the YMCA has specific policies to address employee and volunteer concerns and complaints as they arise.

3. Definition

A **complaint** is defined as an expression of dissatisfaction with regard to a service/program, an action or a decision taken by the YMCA, or the way in which YMCA employees or volunteers carry out their duties. Complaints typically arise when a person believes:

- The YMCA has failed to do something agreed upon or expected
- A YMCA policy or procedure has not been followed
- A YMCA policy or procedure is unfair or inadequate
- An error has been made
- YMCA employees or volunteers have acted in a wrongful way.

A complaint is distinct from an inquiry, feedback, or a suggestion.

4. Procedures

4.1 INFORMAL COMPLAINT

You are encouraged to speak with a senior staff about a question or concern. In most cases, raising an issue with a senior staff will resolve the matter. You may do this either in person, by phone or by email. Senior staff is involved in handling questions and concerns as they arise and will escalate to the relevant general manager if the situation remains unresolved.

Every effort will be made to resolve complaints in a timely fashion. When receiving any complaint, whether written or verbal, staff will listen and seek to understand your complaint, and may attempt to resolve it immediately. If follow-up is required, staff will record your contact information including your name, phone number, and email address (if any).

4.2 FORMAL COMPLAINT

If you have been unable to resolve your concern through the informal process described above, a formal complaint may be made in writing (by mail or email) to:

Mailing Address: **YMCA of Greater Toronto Contact Centre**
2200 Yonge St., Unit 300
Toronto, Ontario M4S 2C6
Email Address: memberservices@ymcagta.org

Please provide your contact information, as the YMCA will not respond to anonymous complaints.

If you are unable to submit a formal complaint in this manner due to a disability, you may contact the YMCA to request accommodation, which will be provided in keeping with the YMCA's Accessibility and Customer Services Policy available also on our website.

4.2.1 FORMAL COMPLAINT PROCESS

The YMCA is committed to a fair process when dealing with complaints. You will be treated with respect and kept informed of the status of your complaint. The YMCA will respond within 3 business days to confirm that your complaint has been received.

The YMCA aims to resolve all complaints within 30 days of receipt. If this timeline cannot be met, you will be informed of the reasons and given a revised timeframe. Upon completion of our review, you will be provided with reasons for the decision relating to the complaint, which will complete the formal complaint process.

5. Confidentiality/No Retaliation

Any YMCA staff that receives a complaint or concern shall maintain confidentiality by not discussing allegations with other individuals, except on a 'need to know' basis. For example, in some programs that receive funding from partner agencies, complaints may need to be shared with those agencies. No person who in good faith and under this policy submits a concern or complaint shall suffer retaliation.

6. Records

A summary of all formal complaints, including number and type, will be provided to the Board / Board Committee on an annual basis.