

Toronto Centre for Community Learning and Development Public Complaint and Resolution Process (Revised February 2017)

The Board of Directors and staff of the Toronto Centre for Community Learning and Development (CCL&D) are committed to delivering high quality services to all our program participants. We seek to work in an open and accountable way that builds trust and mutual respect. We continue to improve our services by listening and responding to the views of our program participants. The purpose of this Public Complaint and Resolution Process is to outline how CCL&D will manage complaints efficiently, fairly, effectively and consistently. A complaint is an expression of dissatisfaction related to services provided by CCL&D.

Objectives

The objectives of this Public Complaint and Resolution Process are to:

- Provide a simple process which is accessible to everyone;
- Provide a method for resolution of complaints about CCL&D services;
- Ensure that all complaints are resolved in a timely fashion;
- Track and resolve complaints; and
- Use the resolution of complaints as learning in the development of future policies and practices.

Guiding Principles

Accessibility – The public should be able to access the complaints process at any point during service delivery via phone, letter, or e-mail and in-person at relevant locations.

Visibility – information about how and where to make a complaint should be well publicized through communication mechanisms such as the Internet and other means of public communication.

Responsiveness – All complaints should be acknowledged and resolved in a timely manner. Complainants should receive a notification of receipt of the complaint and time frame for resolution. Any delays should be communicated to the complainant.

Confidentiality – Complaints will be dealt with in a confidential manner. Disclosure is permitted to the extent required for the complaint to be fully investigated and resolved. In addition, disclosure is permitted to the extent required to ensure ongoing staff training and policy development. The personal information of any complainant will be kept confidential to the extent possible given the circumstances of the complaint.

Customer Focus – Staff and Board directors should communicate to the public that complaints are taken very seriously and dealt with in a manner that meets and exceeds the public's expectations.

Documentation – All complaints and their outcomes must be logged to track trends and make service improvements.

Communication/Training – All staff and Board directors should be aware of the complaint procedures through communication and/or training.

CCL&D's Public Complaint and Resolution Process

The Toronto Centre for Community Learning and Development's *Public Complaint and Resolution Process* will follow these steps:

1. Complaints must be submitted in writing either in person or via email, or mail. Written complaints should include date of complaint and description or nature of issue.
2. Complaints will be submitted to CCL&D's Administrative Coordinator, who will log all complaints and all follow-up activities in a *Customer Complaint Log*. This log will include the identity of the complainant, the nature of the complaint and the date of submission.
3. To ensure confidentiality, our *Customer Complaint Log* will be stored in the CCL&D SharePoint drive in a folder accessible only by the Executive Director, and the Office Administrator.
4. CCL&D's Office Administrator, on behalf of the Executive Director, will acknowledge all complaints within three business days from date of submission.
5. CCL&D's Executive Director or designate will follow up and try to resolve all complaints within seven business days from the date the written complaint is received. CCL&D's Executive Director or designate will review and discuss the complaint to try to reach resolution with the complainant. The Executive Director will presumptively investigate all complaints, except if the complaint involves the Executive Director in their personal capacity, or if the Executive Director, in their sole discretion, believes the investigation ought to be conducted by another staff member.
6. CCL&D's Executive Director or designate will follow up again with the complainant 14 business days after the original complaint was made to assess complainant satisfaction with how we resolved the issue.
7. If the complainant is still not satisfied with the response from CCL&D's staff to their complaint, they may submit a written appeal to the Office Administrator, which will be sent to the Governance Committee of the Board of Directors of Toronto Community Learning & Development. The Governance Committee will respond in writing to the complainant within 10 business days after the written appeal is submitted. The decision of the Governance Committee will be final.
8. Information in the *Customer Complaint Log* will remain on file in accordance with the CCL&D records retention policy.
9. In order to continually improve our services, CCL&D's Board of Directors will annually review an anonymous summary of all complaints received in order to identify areas for improvement and adjust policy and operations as required.

Compliments

You may want to make positive comments on the services you received. The Toronto Centre for Community Learning & Development would welcome knowing when you have been impressed or pleased with our services.

Please tell us about your positive experiences via email, telephone or mail. We will use this feedback to further improve our services and increase the morale of our staff and volunteers.

Latest revision approved by the Board of Directors: February 4, 2017

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Effective Date: October 23rd, 2012