

Toronto Centre for Community Learning & Development

Public Complaint and Resolution Policy

Revised March 2025

Organization:	Toronto Centre for Community Learning & Development
Document:	Public Complaint and Resolution Policy
Approved by:	Board of Directors
Renewal Date:	March 15, 2025
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Next Review:	March 2027

1. Purpose

The Board of Directors and staff of the Toronto Centre for Community Learning & Development (CCL&D) are committed to delivering high-quality services to all program participants, community members, and stakeholders. We seek to work in an open and accountable way that builds trust and mutual respect.

This Public Complaint and Resolution Policy outlines how CCL&D will manage complaints efficiently, fairly, effectively, and consistently. A **complaint** is defined as any expression of dissatisfaction related to services provided by CCL&D, the conduct of staff, volunteers, or Board members, or any aspect of the organization's operations.

2. Scope

This policy applies to all complaints received from program participants, community members, funders, partners, and any member of the public regarding CCL&D's programs, services, staff, volunteers, or organizational practices.

This policy does not cover:

- Workplace grievances by employees (governed by the Employee Handbook and applicable labour laws)
- Human rights complaints (which may be directed to the Ontario Human Rights Commission)
- Criminal matters (which should be reported to police)

3. Objectives

The objectives of this policy are to:

- Provide a clear, accessible, and equitable process for receiving and resolving complaints
- Ensure all complaints are acknowledged promptly and resolved in a timely fashion
- Track complaints systematically to identify patterns and areas for improvement
- Protect the rights and confidentiality of all parties involved
- Use complaint resolution as a learning opportunity in the development of future policies, practices, and service delivery

4. Guiding Principles

The following principles guide CCL&D's approach to complaint management:

Principle	Description
Accessibility	The public can access the complaints process at any point during service delivery via phone, email, online form, letter, or in person.
Visibility	The organization publicizes information about how and where to make a complaint through its website, program materials, and other communication channels.
Responsiveness	All complaints are acknowledged promptly and resolved in a timely manner. Complainants receive notification of receipt and expected resolution timelines. Any delays are communicated proactively.
Confidentiality	Complaints are handled confidentially. Disclosure is limited to what is required for investigation, resolution, staff training, and policy development. Personal information of complainants is protected to the fullest extent possible.
Fairness	All complaints are investigated impartially and objectively. We treat complainants and respondents with respect and give them the opportunity to present their perspectives.
Customer Focus	Staff and Board directors treat all complaints seriously and respond in a manner that meets or exceeds expectations.
Documentation	All complaints and their outcomes are logged to track trends, ensure accountability, and support continuous service improvement.
Non-Retaliation	No individual will face reprisal or adverse consequences for filing a complaint in good faith.

5. How to Submit a Complaint

Complaints may be submitted through any of the following channels:

- **In person** — at CCL&D's office during regular business hours
- **Email** — directed to the Office Administrator at the organization's general email address
- **Mail** — addressed to the Office Administrator at CCL&D's mailing address
- **Phone** — by contacting the main office; the call will be directed to the Office Administrator who will document the complaint

All written complaints should include:

- The complainant's name and preferred contact method
- The date of the incident or issue
- A description of the nature of the complaint

- Any supporting documentation, if available
- The desired outcome or resolution sought

Assistance is available for individuals who require support in submitting a written complaint, including those with accessibility needs or language barriers.

6. Complaint Resolution Process

CCL&D's complaint resolution process follows these steps:

1. **Receipt and Logging** — The Office Administrator logs all complaints in the Complaint Tracking System upon receipt. Each complaint is assigned a unique reference number. The log includes the complainant's identity, the nature of the complaint, the date of submission, and all subsequent follow-up activities.
2. **Secure Storage** — The Complaint Tracking System is stored on CCL&D's secure, cloud-based platform with access restricted to the Executive Director and the Office Administrator to ensure confidentiality.
3. **Acknowledgement** — The Office Administrator, on behalf of the Executive Director, will acknowledge all complaints in writing within **three (3) business days** of receipt. The acknowledgement includes the assigned reference number and expected timeline for resolution.
4. **Investigation and Resolution** — The Executive Director or designate will investigate and attempt to resolve all complaints within **seven (7) business days** of receipt. The investigation includes reviewing the complaint, gathering relevant information, and discussing the matter with the complainant to reach a fair resolution. The Executive Director will lead all investigations, except when the complaint directly involves the Executive Director; in that case, the Board Chair will appoint an independent investigator.
5. **Follow-Up** — The Executive Director or designate will follow up with the complainant **fourteen (14) business days** after receiving the original complaint to assess satisfaction with the resolution and determine whether further action is needed.
6. **Appeal** — If the complainant is not satisfied with the resolution, they may submit a written appeal to the Office Administrator, who will forward it to the Governance Committee of the Board of Directors. The Governance Committee will respond in writing within **ten (10) business days** of receiving the appeal. The Governance Committee's decision is final.
7. **Record Retention** — All complaint records are retained in accordance with CCL&D's Records Retention Policy (minimum seven years) and are available for audit and regulatory review.

Resolution Timeline Summary

Timeline	Action	Details
Day 1	Complaint received	Logged in Complaint Tracking System
Within 3 business days	Acknowledgement sent	Written confirmation to complainant with reference number
Within 7 business days	Investigation & resolution	Executive Director or designate investigates and attempts resolution
Day 14	Follow-up	Satisfaction check with complainant
If unresolved	Written appeal	Complainant may appeal to Board Governance Committee
Within 10 business days of appeal	Governance Committee response	Written decision issued (final)

7. Complaints Involving the Executive Director

If a complaint directly involves the Executive Director in their personal capacity, the complainant should submit the complaint in writing to the Board Chair via the organization's mailing address, marked "Confidential — Board Chair." The Board Chair will:

- Acknowledge the complaint within three (3) business days
- Appoint an independent investigator or designate a Board member to lead the investigation
- Ensure the investigation is completed within fifteen (15) business days
- Communicate the outcome to the complainant in writing

8. Confidentiality and Privacy

All complaints are treated as confidential. Information is disclosed only to the extent necessary for a thorough investigation and resolution. CCL&D protects complainants' personal information in accordance with applicable privacy legislation and its privacy practices.

CCL&D may use anonymized complaint data for staff training, policy development, and reporting to the Board of Directors.

9. Non-Retaliation

CCL&D prohibits retaliation against any individual who files a complaint in good faith. Any staff member, volunteer, or Board member found to have engaged in retaliatory conduct will be subject to disciplinary action, up to and including termination of employment or removal from the Board.

10. Accessibility

CCL&D is committed to ensuring this complaints process is accessible to all individuals, consistent with the Accessibility for Ontarians with Disabilities Act (AODA). Accommodations will be provided upon request to support individuals in submitting or participating in complaint resolution.

11. Annual Review and Continuous Improvement

The Board of Directors will annually review an anonymized summary of all complaints received during the previous year. This review will identify trends, assess the effectiveness of the complaints process, and inform improvements to policies, programs, and service delivery.

The Executive Director will present the annual complaints summary to the Board as part of the organization's regular governance reporting.

12. Compliments and Positive Feedback

CCL&D welcomes positive feedback about our services. If you were impressed or pleased with your experience, please let us know by email, phone, or in person. We share positive feedback with staff and volunteers, and it supports continuous service improvement.

Policy History

Originally approved by the Board of Directors: October 23, 2012

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