



**NORTH
BAY
INDIGENOUS
FRIENDSHIP
CENTRE**

980 Cassells Street
North Bay, ON P1B 4A8
☎ (705) 472-2811
📠 (705) 472-5251
🌐 www.nbifc.org

COMPLAINT PROCESS

The NBIFC Board of Directors acknowledges that the NBIFC has a responsibility for responding, in a timely manner, to complaints from the membership of the NBIFC, members of the general public and from clients and visitors to the Centre. This policy is designed to establish the requirements and process for responding to such complaints.

The public, the membership of the NBIFC, clients and visitors to the Centre are entitled to expect the highest standards of conduct from Board members, management, staff and agents of the NBIFC. When a member of the public, a member of NBIFC, a visitor, or a client has a concern about NBIFC or its representative(s), they must have a clear understanding of how to lodge a complaint and have confidence that their concerns will be addressed appropriately and in a timely manner.

Complaints about NBIFC will be handled in a timely manner, in accordance with the process and procedures outlined in the policy.

DEFINITION:

A complaint is defined as any communication from a member of the public, a member of NBIFC, a visitor to NBIFC or a client of NBIFC who writes, or telephones or speaks directly with a member of management or the Board to register their concerns or criticism about NBIFC and who provide their name(s) and contact information.

Submitting Complaints

Complaints from the Public, a Client or a Visitor

- a) Complaints received from a member of the public, a client or a visitor to NBIFC are to be directed to the Executive Director. This includes email, telephone calls and letters.
- b) If the complaint relates to the Executive Director, the complaint is to be directed to the President of NBIFC

Complaints from NBIFC Membership

- a) Complaints received from a due paying member of NBIFC are to be directed to the President of NBIFC.
- b) If the complaint has to do with services and the NBIFC member is a client receiving services, the complainant should submit their complaint directly to the Executive Director.
- c) If the complaint has to do with a routine administrative matter, the person making the complaint should submit their complaint directly to the Executive Director.

Responding to a Complaint

- a) The complaint will be assessed in order to determine the most appropriate response.
- b) Complaints may be referred to the appropriate individual or organization in the event that the complaint has been misdirected.
- c) When the President has received the complaint, he/she will consult with the Executive Director and other members of the Board Executive Committee as necessary to determine an appropriate response.
- d) When the Executive Director has received the complaint, he/she will consult with supervisor(s), staff and/or the President as necessary in order to investigate and determine the appropriate response.
- e) The individual making the complaint will be contacted as necessary to gather more information or to clarify the nature of the complaint.
- f) Every effort will be made to respond to complaints within one week, or as soon as possible. Depending on the complexity of the issues, more time may be necessary.
- g) Every effort will be made to respond to complaints in the same manner in which they were received (e.g.; by letter if the complaint was submitted by letter).

h) The Executive Director and/or President will provide a written report on complaints received and their resolution at each regular Board meeting.

i) The Executive Director shall maintain a log of all complaints received including date, name, form of complaint nature of complaint, resolution, and response method.

Serious Complaints

Complaints received by the Executive Director and/or the President that are assessed as being highly controversial or as having the potential to seriously harm the Centers' reputation will be reviewed with the Executive Committee or the full Board to ensure that the complaint and its implications are fully discussed and understood so that the most appropriate response can be planned.