

7.15: Handling Complaints

Section: 7	Effective Date: <i>June 18, 2025</i>
Approver: Organizational Leadership Team	Next Review Date: TBD
Owner: Housing Director	Revision Dates:

Purpose

The purpose of this policy is to affirm House of Friendship's commitment to ensuring that all stakeholders- including those accessing services or affected by its operations - have the right to submit complaints and have their concerns addressed promptly, fairly, and transparently. This policy also supports House of Friendship's commitment to service excellence and continuous improvement by ensuring complaints are documented, reviewed, and used to inform positive change.

Scope

This policy applies to anyone accessing House of Friendship's programs and services or impacted by its operations. All staff, students and volunteers are required to uphold this policy.

Definitions

Complaint: An expression of dissatisfaction with a service, action, or representative of House of Friendship, including Board members, employees, students, and volunteers.

Policy Statement

House of Friendship recognizes the right of anyone accessing its programs or services, or affected by its operations, to voice concerns and have them heard and addressed appropriately.

We are committed to resolving complaints promptly, fairly, and transparently.

Clear pathways for submitting complaints will be communicated to all stakeholders.

Confidentiality will be maintained, and all personal information will be handled in accordance with Ontario's privacy laws, including the Personal Health Information Protection Act (PHIPA), where applicable.

Submitting a complaint will not affect participation in House of Friendship programs and services.

Roles and Responsibilities

Organizational Leadership Team

- Ensure the Complaints policy is accessible and communicated to all stakeholders covered by this policy.
- Provide oversight to ensure that complaints are consistently reviewed and used to inform organizational improvements.
- Review and address complaints that have organizational implications.
- As necessary, authorize and implement changes to programs, service delivery, or processes in response to feedback.
- Communicate key themes and trends related to complaints to the Management Team.
- Foster a culture where all stakeholders feel safe and encouraged to raise concerns or provide feedback without fear of negative consequences.

Management Team

- Ensure details of the Complaints policy are shared with people accessing services and included in relevant program materials.
- Ensure all staff complete training on how to receive and respond to complaints.
- Monitor and analyze trends in complaints received and implement necessary program-level changes.
- Review and address complaints and feedback related to daily operations, escalating issues when necessary.

Team Members

- Support and uphold the right of all stakeholders to provide complaints in accordance with this policy.
- Participate in training in receiving and handling complaints.
- Consider how feedback may apply to their role and influence service delivery decisions.
- Educate participants, families, and community members on how to submit complaints.
- Work collaboratively with participants to ensure their voices are heard and their feedback is acknowledged.
- Follow appropriate procedures for handling complaints, ensuring confidentiality and respectful communication.

Review

This Policy will be reviewed annually by the Owner, taking into consideration feedback provided and learning from any rights violations that have occurred. Between regular review dates, a review may be triggered as outlined in the Procedures on Policy and Procedures.

Attachments

Associated Policies, Procedures, and Forms

Policy 7.14: Participant Rights and Responsibilities

Procedure 7.15.1: Handling Complaints



Procedure 1.1.1: Procedure on Policy and Procedure

Privacy Policy