



VITANOVA

COMPLAINTS

Complaints---like every other sort of feedback---are valuable to any agency providing services to the public. Knowing what clients, donors, community members think about us, what they like and what they want to see changed---all that is welcome and indeed encouraged, whether via mail, email, social media, whatever.

Because complaints constitute a separate category of feedback, we offer the following detailed information---to ensure any complaint get the attention it deserves.

1. **COMPLAINTS ADDRESSED TO THE EXECUTIVE DIRECTOR:** The Executive Director is delegated by the Board to address all complaints brought to his/her attention by staff, clients, and volunteers, including placement students, as well as the general public. The Executive Director will address the complaint within ten (10) business day with the intention of resolving it to the satisfaction of the complainant, without prejudice to the interests of the Foundation.
2. **COMPLAINTS OF A GENERAL NATURE ADDRESSED TO AN OFFICER OR DIRECTOR:** In the event a complaint is brought to the attention of an Officer or Director of the Foundation by staff, clients, volunteers, or a member of the general public, the Officer or Director shall refer the complainant to the Executive Director within five (5) business days. The Executive Director will address the complaint within ten (10) business days, with the intention of resolving it to the satisfaction of the complainant, without prejudice to the interests of The Vitanova Foundation.
3. **COMPLAINTS REFERRED TO THE BOARD:** Complaints that are brought to the attention of the Executive Director by staff, clients, volunteers or a member of the general public shall be referred to the Board of Directors by the Executive Director at the earliest opportunity if, in the opinion of the Executive Director, the complaint is of sufficient importance to warrant the Board's attention or if the complaint is against the Executive Director (see 9 below). In months when the Board is not meeting (July, August, December), the Executive Director will contact the Chair or other members of the Executive Committee within ten (10) working days, or immediately if the issue poses a significant risk to the Foundation.



4. **COMPLAINT RESOLUTION BY THE BOARD:** The Board shall address all complaints brought to its attention in a manner the Board deems appropriate (e.g., appointment of an ad hoc committee, delegation of the Chair or other Officer to address the complaint, etc.) and within ten (10) providing the resolution of the matter is reported to the Board of Directors at the earliest opportunity and the Board approves retroactively the resolution as recommended by the committee or delegated Officer.
5. **COMPLAINTS REGARDING THE EXECUTIVE DIRECTOR:** All complaints made regarding the Executive Director, no matter what the source, shall be referred by the Executive Director to the Chair of the Board of Directors, assuming the Executive Director is aware of the complaint. All complaints about the Executive Director, which the complainant does not wish to be disclosed to the Executive Director, shall be directed to the chair of the board of Vitanova via email at boardchair@vitanova.ca
6. **APPEALS OF EXECUTIVE DIRECTOR'S DECISIONS REGARDING A COMPLAINT:** In the event that a complainant is not satisfied with the decision of the Executive Director in respect to any complaint, the complainant will be informed by the Executive Director that the complainant may appeal the decision of the Executive Director to the Board of Directors by communicating in writing said appeal to the Chair of the Board of Directors within thirty (30) days of being informed of such right of appeal by the Executive Director. The Chair or other Officer will bring the appeal to the attention of the Board at the earliest opportunity.
7. **APPEALS---HANDLING OF BY THE BOARD:** The Board of Directors shall address all appeals in a manner it deems appropriate (e.g., appointment of an ad hoc Committee to deal with the appeal, delegation of the Chair or other Officer to address the appeal, etc.), providing the resolution of the appeal is reported to the Board of Directors at the earliest opportunity and the Board approves of the resolution as recommended by the Committee or delegated Officer.
8. **APPEALS OF A BOARD ACTION IN THE EVENT A RECOMMENDATION FOR THE RESOLUTION OF AN APPEAL IS NOT APPROVED BY THE BOARD:** If the Board of Directors does not approve of the resolution of any complaint or appeal recommended to it by the Executive Director, an ad hoc Committee, or a delegated Officer, the Board in its sole discretion will resolve the matter to its satisfaction, without further appeal.
9. **ACCESS TO THE ONTARIO OMBUDSMAN:** In the event that a complainant is not satisfied with the attempted resolution by the Board of his/her complaint, he/she may take his/her complaint to the Ontario Ombudsman, at 1-800-263-1830 or ombudsman.on.ca