

 <b>Hôpital St-Boniface Hospital</b> <small>FONDATION • FOUNDATION</small>  <b>POLICIES &amp; PROCEDURES</b>	<b>Policy Name</b> Complaints Policy
	<b>Approved by</b> St. Boniface Hospital Foundation Board of Directors <b>Effective Date:</b> March 18, 2016  <b>Originated by:</b> St. Boniface Hospital Foundation Board of Directors <b>Date of Next review:</b> March 2019

**PURPOSE**

From time to time, the Foundation may receive complaints related to our policies or procedures, the application of those policies or procedures or the conduct of the Foundation or its representatives.

This policy is intended to ensure that complaints are dealt with in a timely, consistent, transparent and fair fashion and that all complaints or comments are taken seriously. The policy is not designed to apportion blame. The aim is to ensure that the complaints process is properly and effectively implemented, and that those registering a complaint feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

**POLICY**

St. Boniface Hospital Foundation believes that if a donor or external stakeholder wishes to make a complaint or register a concern they should have a process to do so. It is our policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services.

**PROCEDURE**

Many problems can be resolved easily and quickly, often as they arise, by speaking with your Foundation representative or by contacting the Foundation’s general inquiries phone or email. Although a complainant is not expected to prove the truth of an allegation, a complainant should be able to demonstrate that he/she has made a report in good faith.

All complaints will be dealt with promptly, fairly and sensitively. Initially, the complaint will be handled by the Manager of Communications. As determined by the Foundation, another staff member, officer or Board member may be assigned to handle the complaint.

The person assigned to handle the complaint will investigate the complaint and may seek further information as required and appropriate. The action taken will depend on the nature of the complaint.

The Foundation will respond to the complainant as soon as possible after the matter has been reviewed and a determination has been reached. The complainant will be advised of the results of the review.

Staff members who receive a verbal complaint may seek to solve the issue immediately, depending on the nature of the complaint. If the staff member cannot solve the problem, they will seek the assistance of the Manager of Communications.

If, after receiving a response to the complaint, the donor or stakeholder believes their complaint or concern was not adequately addressed, they may request the complaint be shared with the Vice President, Finance & Operations. Upon receipt of a complaint, the Vice President will review the complaint, any information gathered related to the complaint, and the resulting actions. The Vice President, Finance & Operations will respond to the complainant in writing as to the findings of his/her review.

The Foundation shall inform its Board at least annually of the number, type and disposition of complaints received.