

## **Complaints Policy**

May, 2024

### **Purpose**

The RTOERO Foundation recognizes the importance of the role our donors, stakeholders and the general public play in our work. While we strive for excellence in the pursuit of our mission, we recognize there may be instances where we have an opportunity for improvement. In order to ensure we deliver the highest level of service, we have developed this policy and procedure to address and escalate any complaints that are made about the Foundation or that may arise from interactions with us.

### **Definition**

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the RTOERO Foundation as an organization or a staff member or volunteer acting on behalf of the RTOERO Foundation. Complaints may come from donors, members, partners, volunteers and/or the general public. (Employees wishing to make a complaint should follow internal Human Resources policy.)

### **Procedure**

Many concerns or informal complaints can be resolved quickly, often at the time they arise, by speaking with a contact person at the RTOERO Foundation. A complainant can choose one of these three options:

1. Calling the Foundation office at 1-800-361-9888
2. Sending an email to [foundation@rtoero.ca](mailto:foundation@rtoero.ca)
3. Writing the RTOERO Foundation at 18 Spadina Road, Toronto, Ontario M5R 2S7

If a problem cannot be resolved through these channels, or if a member of the public wishes to make a formal complaint, they may do so in writing to the attention of the Executive Director at the mailing address listed above.

A complainant should include as much detail as possible about the issue or problem as well as a contact number and/or address where a response should be directed. All complaints will be reviewed in a timely manner. Complainants should expect to receive a response regarding their complaint within 5-10 business days. Where a complaint cannot be resolved within that time frame, the Foundation will notify the complainant of the steps being taken and the anticipated timeframe for resolution.

While we do respond to all complaints, there may be occasions when we choose not to continue pursuing a solution, and conclude communications with the complainant. These include:

- When a complaint is about something that The RTOERO Foundation has no direct connection to
- When someone unreasonably pursues a complaint that we have already responded to
- When a complainant is being obviously abusive, prejudiced or offensive in their manner
- When a complainant is harassing a staff member
- When a complaint is illegible or incoherent
- When a complaint is clearly in response to a bulk mailing or email that was not sent by the Foundation. In this instance we can choose whether it is necessary for us to reply or not
- The RTOERO Foundation cannot respond to a complaint made anonymously

All complaints will be recorded on a complaints tracking worksheet, including the date the complaint was received, a description of the complaint, who handled it, actions taken to resolve the complaint and the timeframe for resolution. Where the complaint cannot be immediately resolved, a name and contact information of the complainant may be recorded to ensure proper follow-up.

A summary of all complaints received, including the number and type of complaint, will be reported to the Foundation's Board of Directors annually.

**Approval**

Approved by the RTOERO Foundation Board of Directors on May 3, 2024.