

CANADEM Complaints Policy

March 2020

Policy Statement

Receiving feedback and responding to complaints is an important part of improving CANADEM's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas. This policy applies to CANADEM and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in Canada or anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by CANADEM or its staff and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign (publicity) action
- Concern about the behaviour of staff or associated personnel

A complaint has to be about some action for which CANADEM is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about CANADEM's work
- A request for information
- A contractual dispute
- A request to amend records, e.g. to correct an address, cancel a donation
- A request to unsubscribe from a CANADEM service, e.g. a newsletter or a recruitment email

Complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in Canada or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Procedures for making a complaint

It is hoped that most complaints or concerns about CANADEM's work or behaviour can and will be dealt with informally by staff or associated personnel at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing, e.g. email, either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- Any supporter or donor
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the Canada or around the world

Complaints by staff are not covered by this policy and are governed by CANADEM's procedures for dealing with problems in the workplace.

How to make a complaint

Complaints can be made to any CANADEM staff member, and often one's current contact person is best placed to respond quickly and effectively, including initiating the involvement of the most appropriate fellow CANADEM staff members. However, if individuals do not trust their current contact person, they can choose to contact the Deputy Executive Director Dusan Jovanovic at dusan.jovanovic@canadem.ca. Only in emergencies and if the current contact is not available, one can also contact CANADEM through its 24/7 emergency hot line at +1-613-322-5470.