



Awareness. Understanding. Action.

Board Policy NB-004-2019	Presented to Board: July 5, 2019
Complaints Policy	Approved by Board: July 5, 2019
	<i>Last Reviewed by Board: DATE</i>
	<i>Revised by Board: DATE</i>

Purpose of Policy

This policy outlines how members of the public, staff members, volunteers may lodge a complaint with NIED regarding its operations or activities. This policy also outlines the steps NIED will take to review and address complaints. This policy should be read with relevant sections of NIED’s *Privacy Policy*.

Policy

1. NIED is open to receiving positive feedback and complaints about its operations, activities, volunteers and staff.
2. NIED seeks to handle complaints in a fair, prompt and consistent manner. Complaints may involve negligence, harassment, illegal activity or undesirable actions of any NIED Staff member or Volunteer.
3. NIED will not seek retribution against any individual or organization that shares a complaint with our organization or participates in the complaints process outlined in this policy.
4. NIED will take all reasonable measures to protect the confidentiality of the complainant. If at any time, given the nature of the complaint, NIED must communicate the identity of the complainant to a third-party to appropriately address or resolve the complaint, NIED will seek the informed consent of the complainant, in accordance with its *Privacy Policy* (NB-05-2019).

Key Responsibilities

5. NIED will encourage all complainants to be as specific as possible regarding the nature of the complaint and as clear as possible regarding the timing of any event(s) that are associated with the complaint. Complainants are invited to share any supporting documents or other materials when making their complaint to NIED.

6. The President (or delegate) is responsible for logging, on an ongoing basis, the number and type of complaints received notably via email, its complaints line (info@nied.ca) and relevant social media channels.
7. The President (or delegate) is responsible for logging, on an ongoing basis, the number and type of complaints received notably via email, its compliments line (info@nied.ca) and relevant social media channels.
8. The President (or delegate) will acknowledge receipt of all compliments or complaints received by NIED within 5 business days. In the case of complaints, the President will describe to the complainant what process of review or dialogue the organization will undertake to address or resolve the complaint.

General Process

9. Complaints regarding NIED's operations, activities, staff or volunteers can be communicated by any person to the Executive Director or President (info@nied.ca).
10. Complaints regarding the President or the Executive Director may be communicated directly to the Board of Directors of NIED (Board@nied.ca).
11. The President will present to the Board of Directors at least once annually the number and types of complaints the organization has received.
12. Complaints regarding harassment, physical safety, psychological safety or the protection of personal information must be reported without delay to the President (or Executive Committee of the Board) by any person (EC@nied.ca).
 - a. The Human Resources Committee will be responsible for addressing all complaints regarding harassment and safety.
 - b. The Executive Committee will be responsible for addressing all complaints regarding the protection of personal information and privacy.

Addressing the Complaint through Dialogue and Resolution

13. The President (or her delegate) shall communicate in writing to the complainant within no more than 90 days to communicate how NIED intends to address the complaint made. Within these 90 days, the President (or her delegate) may wish to speak directly to the complainant to learn more about the nature of the complaint and hear what, if any steps, the complainant may suggest can satisfactorily address the complaint.

14. Notwithstanding art. 8, the Board of Directors may, at any time, direct the President (or her delegate) to adjust NIED activities, programs or organizational practices to reduce reputational and/or organizational risks related to specific complaints.

Review

The Board of Directors will review the foregoing policy every year and receive an update from the Executive Director regarding the total number and type of complaints received during a previous 12-month period. The Board may determine that changes to this or other policies are needed to prevent similar complaints from occurring in the future, or to continually improve NIED's operations or activities.

Inconsequential Amendments

Typographic, grammatical and similar errors can be corrected by the President or delegate without need to seek approval of the amended policy by the Board.

POLICY REVIEW

Reviewed by Board: July 5, 2019

Amended by Board: DATE

Approved by Board: July 5, 2019

{Always appears as last page – DO NOT DELETE}

Version Control Sheet:

Version 1, March 6, 2019

Version 2, July 5, 2019