

## COMPLAINANTS POLICY AND PROCEDURE

The Jane Goodall Institute of Canada (“JGI Canada”) is committed to high standards of conduct. JGI Canada recognizes however that concerns or complaints sometimes arise and we are committed to resolving them in a respectful and timely manner. This policy and procedure applies to complaints received by JGI Canada about our activities, programs, services, staff or volunteers. This policy does not apply to those expressing dissatisfaction with JGI Canada’s underlying values and principles.

Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by JGI Canada as an organization or a staff member or volunteer acting on behalf of JGI Canada.

### **When working to resolve complaints, JGI Canada ensures that:**

- Complaints are dealt with promptly and resolved as quickly as possible;
- Review of complaints is fair, impartial and respectful to all parties;
- Complainants are informed of their options to escalate their complaint to a more senior staff member if they are dissatisfied with treatment or outcome;
- Complainants are provided clear reasons for decisions relating to complaints;
- Updates are provided to complainants during review processes; and
- Complaints are used to assist in improving services, policies and procedures.

### **Complaints may include (but are not limited to):**

- Perceived failure to do something agreed upon;
- Failure to observe policy or procedures;
- Error made by a staff member or volunteer; or
- Unfair or discourteous actions or statements by a staff member or volunteer.

## **Complaint Procedure**

### **Receiving a complaint:**

A complaint can be received verbally (by phone or in person) or in writing (by mail, fax, email). The employee or volunteer who receives a complaint will either resolve it or determine the appropriate person to handle it – generally, the person who has the primary relationship with the complainant or the specific information required to resolve the problem. If the complaint is transferred to another staff member, the recipient must acknowledge to the transferor that he/she has received it and will act on it.

The person who initially receives the complaint will acknowledge receipt to the complainant and confirm that it will be acted on either by him/her or another employee. If a timeframe for action can be determined, that should be included in the acknowledgement. Contact information for the complainant should be noted immediately and include their name, phone number and email address.

**Resolution:**

JGI Canada staff will make every effort to resolve complaints in a timely manner. When receiving a verbal complaint, staff will listen and clarify details in order to fully understand the issue and ideally resolve it immediately. Complaints received in writing should be acknowledged within two (2) business days and staff will attempt to resolve the matter within ten (10) business days.

If a complaint cannot be easily resolved, it will be escalated to a senior member of the JGI Canada staff and, if necessary, it will be referred to the Chief Executive Officer. If the complaint is about the CEO, it will be handled by the Chair of the JGI Canada Board of Directors. Complainants will be kept informed of the status of their complaint, via a method of communication indicated by the complainant as most appropriate. If referred to the CEO or Board Chair, then every attempt will be made to resolve escalated complaints within an additional ten (10) business days.

**Recording and reporting Complaints:**

JGI Canada will record, in writing:

- a description of the complaint;
- who handled the complaint;
- what was done to resolve the complaint;
- a timeframe; and
- a description of the resolution.

All complaints will be reported to the JGI Canada's Board of Directors and reviewed annually. Depending on the severity, the Board may be informed at the time of complaint.