

# **Friends of Deckers Creek Public Complaints Policy**

## **Statement of policy**

Friends of Deckers Creek is committed to improving the natural qualities of, increasing public concern for and promoting the enjoyment of the Deckers Creek watershed.

We recognize that we may make mistakes from time to time, and that people may feel that the service they have received from us, or tried to receive from us, was unsatisfactory. We encourage feedback, both positive and negative, on all aspects of our policy and operations, so that we can maintain and improve standards on an ongoing basis. If an individual or organization chooses to make a formal complaint, we will deal with this as quickly and fairly as possible and put things right where appropriate.

## **Procedures**

### **1. General principles**

#### 1.1 Scope

The purpose of this document is to set out for all parties concerned the Friends of Deckers Creek code of practice for dealing with formal complaints. (It cannot be used as an alternative or additional complaints mechanism to the Friends of Deckers Creek grievance and disciplinary procedures, which deal with the relationship between the Friends of Deckers Creek staff and board.)

#### 1.2 Responsibility

The Friends of Deckers Creek's Executive Director is responsible for ensuring that the policy and the procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including voluntary management committee members) are expected to facilitate this process.

#### 1.3 Eligibility

Anyone using, trying to use or participating in Friends of Decker Creek services or activities can make a complaint. This includes potential, current and past volunteers, voluntary organizations, statutory bodies, etc. However, Friends of Deckers Creek does not respond to anonymous or abusive complaints.

#### 1.4 Treatment of complaints

Complaints are taken seriously. Each complaint is treated equally, sensitively and in confidence. All complaints are handled with an open mind and investigated without prejudice. Complaints are dealt with promptly in an attempt to resolve them as quickly as possible. All complainants will receive a written explanation of the Friends of Deckers Creek response to their criticism.

## **2. Complaints method**

### **2.1 First step**

Complaints should be in writing, addressed to Friends of Deckers Creek's Executive Director. The Executive Director will respond to the complaint within five working days of receipt. If it requires further investigation, the complainant will be made aware of this. It is hoped that most complaints will be resolved at this stage.

### **2.2 Second step**

If the complainant is unhappy with the reply they have received (or if the original complaint is actually about the Friends of Deckers Creek Executive Director), they can appeal in writing to the President of Friends of Deckers Creek's Board of Directors within five working days. The President of the Board of Directors will let the complainant know in writing, within five working days of receiving this letter, that the complaint is being investigated further and that it will be presented to the next meeting of the Board. The decision of the Board of Directors is final.

## **3. Monitoring and evaluation**

### **3.1 Friends of Deckers Creek complaints**

Friends of Deckers Creek monitors and evaluates complaints about the organization on a regular basis and seeks to make ongoing improvements.

### **3.2 Feedback**

Constructive feedback on this document is always welcome. Friends of Deckers Creek ensures that the Board of Directors will consider it, if appropriate.