

POLICY TITLE:	<b>COMPLAINTS</b>
SECTION HEADING:	Board Governance
POLICY NUMBER:	A14
POLICY STATEMENT: The ROM Governors responds to all complaints promptly and seeks a resolution that is fair, impartial and respectful to all parties.	
PURPOSE: To provide a mechanism for resolving and monitoring complaints in an endeavour to improve the quality of products and services.	
DEFINITION: A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by the ROM Governors as an organization or a staff member or volunteer acting on behalf of the ROM Governors. It is a criticism that expects a reply. Complaints could include but are not limited to the following: <ul style="list-style-type: none"> <li>• Concern from a member of the public or a supporter about a particular fundraising approach or campaign action</li> <li>• Concern about the behaviour of staff or volunteers</li> <li>• Tardiness in receiving information, including tax receipts</li> </ul>	
PROCEDURES:	
<i>Responsibility</i>	<i>Action</i>
Staff	When receiving a complaint, seeks to understand the complaint and attempts to resolve it immediately.  Treats everyone who makes a complaint with courtesy and respect. In return, the ROM Governors expects people who make a complaint to express their concerns fairly and appropriately.
	If the complaint cannot be resolved immediately, acknowledges the complaint, captures basic contact information (name, phone number and email), records the complaint on the Complaints Tracking Sheet, and attempts to resolve the matter within 5 business days, in consultation with their supervisor.  All complaints will be handled on a confidential basis if requested by the complainant. The ROM Governors will not respond to complaints made anonymously.
	If they are dissatisfied with their treatment or outcome, advises complainants of their option to escalate their complaint to the Chief Operating Officer who reviews regularly all complaints with the President & CEO.
COO	Annually, provides a report to the Governance & Nominating Committee on complaints received including the number, type and resolution.
	When complainants harass staff, behave abusively, or unreasonably pursue complaints, the ROM Governors reserves the right to withdraw or modify its complaints process.

Director of Marketing & Communications	Posts this policy online.
Contact Person:	COO
Monitoring Tool(s):	Complaints Tracking Sheet <i>p:/govs</i>
Relevant Forms:	
Related Policies:	Privacy
Approval Date:	Governance & Nominating Committee. December 11, 2012
Review Date:	Annual. Next review December 2013.
Revised Date:	N/A