

## Policy and Procedures

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<b>Category:</b>	<b>Administration</b>	<b>Policy No:</b>	<b>II-14</b>
<b>Policy Name:</b>	<b>Complaint Resolution</b>	<b>Date Issued:</b>	<b>February 2009</b>
<b>Issued By:</b>	<b>Board of Directors</b>	<b>Date Reviewed /Revised:</b>	<b>Feb 2014, Jan 2019</b>
<b>Approved By:</b>	<b>Board of Directors</b>	<b>Date Approved:</b>	<b>February 2009 June 2014, Jan 2019</b>

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### POLICY STATEMENT

Women's College Hospital Foundation is committed to high standards of conduct. We recognize that from time to time there may be concerns or complaints, and we believe our public stakeholders have a right to provide them to us. We further believe that the process for resolving concerns and complaints should be timely, fair, and respectful and that complaints are a good source of data for continuous improvement.

The purpose of this policy is to establish a transparent and fair method of receiving and responding to external complaints. This policy will be posted on the Foundation website.

### PROCEDURES

#### Scope & Application

This policy applies to complaints from the Foundation's public stakeholders, such as donors and community volunteers, who have concerns that the Foundation is not complying with its policies and procedures, including matters addressed in the Imagine Canada Standards.

Non-employment concerns from staff should be reported through management or under the Foundation's Whistleblower Policy, as appropriate. Employment related concerns should continue to be reported to management and the Human Resources department.

#### Guiding Principles

- The Foundation will respond to a complaint and make every reasonable effort to investigate it as soon as possible.
- Review of complaints will be fair, impartial and respectful to all parties.
- Complainants will be given clear and reasonable explanations for decisions relating to complaints.
- Complainants will be advised of the option to escalate their complaint to more senior staff or the board if they are dissatisfied with treatment or outcome.
- Complaints will be used to assist in improving services, policies and procedures.

#### Process for Raising a Concern

Complaints can often be resolved quickly and easily, often at the time they arise, by speaking with a Foundation representative or by contacting the Foundation main line at 416-323-6323.

If a problem cannot be resolved in this manner or if a member of the public wishes to make a formal complaint, the complaint should be submitted in writing to our Privacy Office at [privacy.foundation@wchospital.ca](mailto:privacy.foundation@wchospital.ca) or it can be mailed to:

Women's College Hospital Foundation  
Attention Privacy Office  
76 Grenville Street  
Toronto, ON M5S 1B2

The Foundation will acknowledge receipt of the complaint within two (2) business days.

Complaints in writing will initially be handled by the Privacy Office. As determined by the Privacy Office, another staff member, officer, or Board member may be assigned to handle the complaint. Complaints of a serious or complex nature will be forwarded immediately to the President & CEO.

### **Reporting Back**

The Foundation will respond as soon as possible after the matter has been reviewed and a determination has been reached. The complainant will be advised of the results of the review.

### **Documentation & Continuous Improvement**

The Foundation will keep a database of all complaints received. The data will be reviewed to determine whether there are recurring complaints of a similar nature. If there are, a review will be done to determine whether there are systemic process issues that need to be addressed to eliminate reoccurrence.

### **Report to the Board**

The Foundation will advise its Finance & Audit Committee and Board of Directors at least annually of the number, type, and disposition of complaints received.