

# Complaints Policy

## United Way of Greater Moncton and Southeastern New Brunswick

This policy and procedure applies to complaints received by United Way of Greater Moncton and Southeastern New Brunswick (UWGMSNB) about our activities, programs, services, staff or volunteers. Complaints about a specific agency that UWGMSNB funds should be directed to the agency itself.

### POLICY

UWGMSNB believes that every stakeholder, including donors, funders, supporters, agencies, and the public has the right to address concerns and complaints through a defined process with confidence that such concerns or complaints will be dealt with in a timely, fair, respectful and accountable manner.

### PROCEDURE

For the purposes of this policy a complaint is defined as an expression of dissatisfaction about the service, actions, or lack of action by UWGMSNB as an organization or a staff member or volunteer acting on behalf of UWGMSNB. Examples 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/volunteer; or unfair or discourteous actions/ statements by staff member/volunteer;

Anyone personally affected can submit their complaint and it will be reviewed in accordance with this procedure:

If you have a complaint or concern, you are encouraged to talk with the staff person or volunteer who is most connected to the concern/situation. You can also submit a complaint/concern in writing by mail to 22 Church Street, T210 Moncton, N.B. E1C 0P7, fax (506) 858-8600) or email [office@moncton.unitedway.ca](mailto:office@moncton.unitedway.ca).

Your complaint/concern will be directed to the Executive Director or her designate who will review all complaints/concerns and ensure that the appropriate individual is engaged or will be directed to the Board Chair if the complaint involves the Executive Director.

UWGMSNB will handle all complaints in a timely and, to the extent possible, confidential manner. We will only give information to those people necessary for the investigation and resolution of the complaint and only to the extent necessary.

There will be no repercussions to someone bringing forward a complaint in good faith. All UWGMSNB employees have a responsibility to have a working

knowledge of the complaint resolution process and to cooperate with the processing of complaints. The Executive Director or Board Chair is responsible for communicating the findings and resolution to the Complainant.

A summary of the complaints received including number, type and disposition of the complaints received will be reported to the UWGMSENB Board of Directors at the next scheduled board meeting.