



<b>Complaints Policy</b>	
<b>Related Procedure:</b> N/A	
<b>Originating Directorate/Sector:</b> Vice-President, Operations	<b>Creation Date:</b> 2020/05/01
<b>Policy:</b> <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised (changes) <input type="checkbox"/> Reviewed (no changes)	<b>Revision/Review Date:</b> (2020/06/30)
<b>Key Words:</b> Complaints, Allegation, Investigation, Public	
<b>Approved by:</b> <input type="checkbox"/> Audit and Finance Committee <input type="checkbox"/> Human Resources Committee <input type="checkbox"/> Investment Committee <input checked="" type="checkbox"/> Nominating and Governance Committee <input checked="" type="checkbox"/> Board of Directors <b>Date:</b> (2020/07/16)	
<b>Site Specific:</b> <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, site: _____	<b>Distributed to:</b> <input type="checkbox"/> Staff <input type="checkbox"/> Director/Manager <input type="checkbox"/> Other: _____ <b>Available online:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Summary:</b> The McGill University Health Centre Foundation is committed to responding to complaints efficiently and in a timely manner.	

## 1. BACKGROUND

The McGill University Health Centre Foundation (**the “Foundation”**) is a registered Canadian charity that is committed to high standards of conduct. We recognise 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. Furthermore, complaints are a good source of data for continuous improvement.

## 2. POLICY

From time to time, the Foundation may receive complaints about the quality of service related to the Foundation’s policies and procedures, the application of those policies and procedures or the conduct of the Foundation or its representatives.

## 3. PURPOSE

The purpose of this policy is to create a transparent and fair method of receiving and responding to external complaints.



#### **4. SCOPE AND APPLICATION**

This policy applies to complaints from the Foundation's public and external stakeholders, such as donors and community volunteers.

#### **5. PROCESS FOR RAISING A COMPLAINT**

The Foundation will respond to a complaint and make every reasonable effort to investigate it as soon as possible. Complaints will be addressed in a fair and consistent manner; however, some complaints may require more effort to address. Dissatisfaction with the outcome of a decision should not form the basis for a subsequent complaint under this policy.

Many problems can be resolved easily and quickly, often at the time they arise, by speaking with your Foundation representative or by contacting the Foundation's general inquiries line. If a problem cannot be resolved in this way, or if a member of the public wishes to make a complaint, the complaint should be submitted in writing directly to Patricia Nahal, Senior Coordinator, Office and Donor Relations, at [info@muhcfoundation.com](mailto:info@muhcfoundation.com). The Foundation will acknowledge the receipt of a complaint within two (2) days.

Although a complainant is not expected to prove the truth of an allegation, a complainant should be able to demonstrate that they have made a report in good faith.

#### **6. HOW THE COMPLAINT OF CONCERN WILL BE HANDLED**

Complaints will initially be handled by the Senior Coordinator, Office and Donor Relations. As determined by the Foundation, another staff member may be assigned to handle the complaint.

The Foundation shall investigate the complaint and may seek further information from any Manager, Director, employee, or volunteer of the Foundation, as appropriate. The actions taken by the Foundation with respect to a particular allegation will depend on the nature of the reported complaint.

Each case is unique, but the Foundation will handle any allegation reported pursuant to this policy respectfully and with discretion.

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.

#### **7. ANONYMOUS ALLEGATIONS**

Thorough investigation often depends on an ability to gather additional information. The Foundation encourages complainants to put their names to their inquiries.

The Foundation will explore anonymous inquiries to the extent possible, but will weigh the prudence of continuing an investigation against the likelihood of confirming the alleged facts or circumstances from attributable sources.



## **8. REPORT TO THE BOARD**

The Foundation shall inform its Board at least annually of the number, type and disposition of complaints received.