

Formal Complaints Policy & Procedure

Policy

Resolve Counselling Services Canada believes that the integrity of its services is of paramount importance.

This policy aims to provide an avenue for Resolve clients¹, contractors and/or members of the public to confidentially come forward in good faith with information on illegal practices, professional misconduct and/or violations of organizational policies.

This policy deals with wrongdoings that may include (but is not limited to):

- Forgery or alteration of documents;
- Unauthorized alteration or manipulation of computer files;
- Fraudulent or deliberately deceptive financial reporting;
- Violating any federal or provincial laws or regulations;
- Misappropriation or misuse of Resolve's resources, such as funds, supplies, or other assets;
- Doing something or failing to do something that creates a significant and specific danger to the health, safety or life of persons or to the environment;
- Breach of Professional Standards or the Agency's Code of Ethics.

The Complainant should report any serious wrongdoings directly to the Executive Director and/or to the President of the Board of Directors.

Complainants reporting a violation should note the following:

- Timely reporting is essential. The earlier a concern is expressed, the easier it may be to take action;
- Although the Complainant is not expected to prove the truth of an allegation, they need to be in a position to demonstrate that there are sufficient grounds for concern;
- Complainants are required to identify themselves because appropriate follow-up questions and investigation may not be possible unless the source of the information is verified.
- Complainants may request confidentiality but the nature of the complaint and the investigative process may not allow this.

¹ Please refer to the Agency *Client's Right to Complain or Appeal* policy regarding a client's right to complain or appeal about any aspect of their treatment at the Agency.

If an anonymous formal complaint is received, consideration will be given to the following:

- Seriousness of the issue raised;
- Credibility of the concern; and
- Likelihood of confirming the allegation from anonymous sources.

Procedure

The Executive Director and/or President of the Board shall investigate the complaint as soon as reasonably possible. A third party investigator may be included. The following actions shall be taken:

1. Investigate the complaint reported;
2. Document the findings;
3. A report related to results from the investigation will be provided to the Board of Directors;
4. Appropriate action will be taken and all reported incidents will be documented and logged;
5. To the extent deemed appropriate, the Executive Director or President shall ensure feedback is provided to the person submitting the complaint.
6. If the allegation is found to be frivolous, vexatious or baseless, the Complainant will be advised as such.