



PAL-Reading Services Inc.
COMPLAINTS POLICY
(Effective February 5, 2019)

The PAL-Reading Services Inc. (PAL) **Complaints Policy** provides a roadmap to be used in the event of a complaint made to the organization by a member of the public, a client, a staff person, a volunteer, or a member of the Board of Directors (BoD). It is the goal of PAL to ensure that complaints are dealt with in a timely, fair, and transparent manner, and that staff have adequate training to do so.

Complaints can be made in person, in writing, by phone or email and through the organization's website. Complaints may concern:

- the organization's service to the public,
- its volunteer enrolment and participation,
- staff employment terms and conditions,
- accommodation for human rights issues,
- workplace health and safety, and
- board members' duties and responsibilities

All complaints will be taken seriously, documented and acted upon promptly when received.

Resolution of complaints will:

- involve the application of appropriate resources,
- rely on a viable complaint mechanism that is in place and has been communicated throughout the organization,
- ensure that a healthy work environment is created and maintained for the complainant, and
- result in decisions and actions taken by the organization being communicated to the parties

Complaints made by Clients, Volunteers and/or the General Public

In general, complaints, other than those made by employees or board members of the organization, are brought first to the attention of the Senior Program Manager (SPM). As the first person to receive a complaint, the SPM will consider the nature of the complaint to see if it can be readily resolved. If the complaint is of a minor nature, and the complainant is satisfied with the resolution offered, the complaint will be considered closed.

If, however, the SPM identifies the complaint as being one where legislation such as (but not limited to) workplace health and safety regulation and/or human rights concerns are at issue, the matter will be referred to the Executive Director (ED), who will consult with appropriate experts or authorities to ensure that the organization is compliant with applicable laws and regulations. If the complaint cannot be resolved with reference to applicable statutes, the complaint will be referred to the BoD who will seek a resolution that is satisfactory to the parties.

In either case, the complaint and its resolution will be reported to the BoD in a timely manner. Privacy policies will be respected.

Employee Complaints

Employee complaints will be received by the ED who will attempt to resolve them with reference to employment policies as well as human rights and health and safety regulations. If the complaint cannot be readily resolved by the ED, it will be referred to the Personnel Committee of the BoD who will consult with appropriate authorities and statutes to seek a resolution. If this cannot be achieved, expert advice may be sought.

If the complaint emanates from the ED, the complaint will be sent to the President of the BoD who will place it before the Personnel Committee or the full board, as appropriate. If the BoD is unable to resolve the ED's employment complaint, expert advice may be sought.

In either case, a full report will be submitted to the full BoD in a timely manner. Privacy policies will be respected.

Board Members' Complaints

Board members, all of whom are volunteers, will file their complaints with the President of the BoD. If the President is unable to resolve the complaint to the satisfaction of all parties, the complaint will go to a full board meeting. If there is still no satisfactory resolution, expert advice may be sought. In any case, a full report will be submitted to the BoD and all parties. Privacy policies will be respected.

Frivolous and Vexatious Complaints

There could be a rare occasion when a complainant is not satisfied with the outcome of a complaint and decides to pursue the complaint further with PAL. In very extreme circumstances and after detailed and careful assessment, PAL may consider this action to be harassing behaviour and treat it as a frivolous or vexatious complaint. Should this occur, the complainant will be notified that PAL has already addressed the complaint and will not be responding further to the issue.