

Complaints Policy

Category: Performance & Professional Conduct	Title: Complaints Policy
Approved by: Chief Executive Officer Date: November 30, 2020	Prepared by: Executive Leadership Team Date: October 2020
Effective Date: July 30, 2025	Reviewed by: Chapter Leadership Team & Board Development Committee
Revised Date: Sep 2021	Reviewed Date: Sep 2023, Jun 2025

PURPOSE

Ronald McDonald House Southwestern Ontario (RMH-SWO) is committed to maintaining the highest standards of professionalism, integrity, and accountability in all of our operations. This policy ensures that employees, volunteers, families, donors, and members of the public can raise concerns or complaints in a respectful and safe manner, and have them addressed promptly and fairly.

SCOPE

This policy applies to all individuals interacting with RMH-SWO, including but not limited to:

- Employees
- Volunteers
- Program participants and families
- Donors and funders
- Members of the public

POLICY STATEMENT

RMH-SWO encourages the prompt resolution of concerns or complaints through constructive dialogue. We are committed to ensuring that:

- Everyone has the right to voice a concern or complaint without fear of retaliation.
- Complaints are treated confidentially, respectfully, and professionally.
- Issues are addressed in a timely, fair, and transparent manner.
- Complaints are used as opportunities to improve policies, practices, and service delivery.



DEFINITIONS

- **Complaint:** A concern raised by an individual about a decision, act, or omission by RMH-SWO staff, volunteers, or representatives that is perceived to be unfair, inappropriate, or contrary to RMH-SWO's policies or values.
- **Complainant:** The person making the complaint.
- **Respondent:** The person or part of the organization against whom the complaint is made.

HOW TO SUBMIT A COMPLAINT

Complaints may be submitted:

- In person to a staff member or supervisor
- In writing (letter or email)
- By phone to RMH-SWO's main office
- Anonymously (though this may limit our ability to respond effectively)

All complaints should include:

- A clear description of the issue
- Date(s) of occurrence
- The names of individuals involved (if known)
- Any relevant supporting documents or evidence

HANDLING AND RESOLUTION PROCESS

1. **Acknowledgement:**

Complaints will be acknowledged within five (5) business days of receipt.

2. **Initial Review:**

The complaint will be assessed by the relevant Manager or the Associate Director, People and Culture to determine its nature and appropriate handling.

3. **Investigation:**

If warranted, a formal investigation will be conducted. All parties involved will be given the opportunity to share their perspectives.

4. **Resolution:**

A written response will be provided to the complainant within 15–30 business days, outlining the findings and any corrective actions.



5. Appeal:

If the complainant is not satisfied with the resolution, they may submit an appeal to the Chief Executive Officer. The decision of the CEO is final.

COMPLAINTS INVOLVING THE CEO OR BOARD

- Complaints involving the CEO should be directed to the Chair of the Board of Directors.
- Complaints involving a Board member should be directed to the CEO or Board Chair, depending on the nature of the concern.

CONFIDENTIALITY

All complaints will be handled with the utmost confidentiality. Information will be shared only with those directly involved in resolving the complaint or as required by law.

NON-RETALIATION

RMH-SWO prohibits retaliation against any individual who brings forward a complaint in good faith. Any retaliation or threat of retaliation will be considered a serious violation of this policy and may result in disciplinary action.

RECORD KEEPING

All formal complaints and their outcomes will be documented and stored securely by the Associate Director, People and Culture for tracking, accountability, and continuous improvement.

REVIEW

This policy will be reviewed every two years or as needed to ensure continued relevance and effectiveness.