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	Date Approved:	2024/06/26
Policy Attachment(s): N/A	Date to be Reviewed:	2025/09/24

OVERVIEW

From time to time, the Board of Directors may receive a complaint regarding the overall plan, policy and practices of the organization or the behaviour of an individual associated with the organization. To ensure accountability and effective stewardship, it is critical that an organization create a transparent, fair, and timely method of responding to complaints.

POLICY

The Board of Directors of the Community Services Coordination Network (CSCN) is committed to resolving complaints in a fair, respectful, and timely manner. The Board will consider any concern or complaint that is directed to their attention.

A complaint or concern will be viewed as confidential. However, this commitment to confidentiality may not mean anonymity. The Board of Directors will directly address concerns or complaints related to their governance responsibilities including the purpose, strategic priorities, governance policy, oversight of organizational performance and/or a violation of the Chief Executive Officer Roles and Responsibilities Policy as established for the Chief Executive Officer.

Complaints regarding management and operational issues will be sent forward to the CEO who will follow the complaint process outlined in the management policies and procedures of the Organization.

A complaint may be brought to the attention of the Board of Directors in writing. Anonymous complaints will not be considered. Complaints that are considered to be a situation of wrongdoing will be addressed through the Raising Conduct and Ethics Concerns Policy and Procedures of the organization.

The format of the complaint will include all the following information:

- Identification of the concern or complaint
- Description of the circumstances
- Explanation of perceived risk(s)
- Identification of any attempts to resolve the situation, and
- Any other information the complainant deems helpful to share.

To the best of their ability, the Board of Directors of the CSCN will respect the established timelines in responding to a complaint or concern.

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ROLES AND PROCEDURES

- Complainants can forward their concerns in writing by email to complaints@cscn.on.ca or by mail to the Chair of the Board of Directors. If the Chair is the subject of the complaint, then the Vice-Chair will handle the matter;
- The Chair of the Board of Directors will follow up with the complainant regarding the nature of the concern;
- The written complaint, and any additional information will be sent forward by the Chair to the Board of Directors for its consideration;
- The Board of Directors will review the complaint in-camera within thirty days of receipt unless the Chair determines that an immediate response is required;
- The Board of Directors will determine whether the complaint is a governance or management issue and determine the most appropriate action for the complaint;
- If the complaint or concern is a management or operational issue, it will be referred to the CEO to address according to applicable management policies and procedures and processes. The CEO will report to the Board of Directors the status of the complaint within 60 days;
- If the complaint or concern received by the Board of Directors is a governance issue, or a concern about the CEO, the Board will explore potential outcomes to the identified concern. In this situation, the Board of Directors, through the Chair or designate will respond to the complainant in writing within 60 days of the board meeting at which the matter was discussed. The Chair will outline the results of their investigation and any applicable actions that were implemented to address the identified concern or complaint.

This policy will be made available to all employees and posted externally on the CSCN website.