



## **3.4 COMPLAINTS POLICY**

Strategy & Policy

Approved November 20, 2019

Version 1

## 3.2 COMPLAINTS POLICY

### Policy Statement

FuseSocial is committed to listening to our stakeholders, partners and our community. We take complaints seriously as a mark of our integrity.

- A complaint is an expression of dissatisfaction about the service, actions, or lack of action (justified or not) about any aspect of FuseSocial WB as an organization or a staff member or volunteer acting on behalf of FuseSocial WB. We view complaints as a chance to put things right and repair relationships.
- Anyone personally affected by an issue can complain and their complaint will be reviewed accordingly. FuseSocial WB Society aims to resolve all complaints promptly in a manner fair, impartial and respectful to all parties.
- Complaints may be received verbally (by phone or in person) or in writing. It is the responsibility of the person who receives the complaint to either resolve it or transfer it to another person with the capacity to resolve it. All complaint information will be handled sensitively and in accordance to our privacy policy.
- It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved on the same day it is received. This record shall include a description of the complaint, the complaint handler, actions taken to resolve the complaint, a timeframe of the complaint resolution process, and notes on the final resolution.
- The FuseSocial WB leadership and their appointed staff members are responsible for implementation of our complaints policy. A summary of recorded complaints shall be presented to the FuseSocial WB Board of Directors annually.
- This policy shall be posted on the FuseSocial WB Society website along with contact information to facilitate complaints.

