

COMPLAINTS POLICY

PURPOSE

The purpose of this policy is to ensure complaints will be received and dealt with in an expeditious manner that upholds PWRDF accountability.

APPLICATION

This policy applies to complaints received by PWRDF about its activities, programs, services, directors, members, employees and agents.

POLICY

PWRDF promotes accountable and transparent ways of working. It encourages its directors, members, employees, and agents to address concerns quickly and effectively so that they are resolved to the satisfaction of those concerned and do not progress to the level of a complaint.

Any and every complaint will be dealt with promptly, seriously and systematically following the PWRDF procedure for complaints.

DEFINITIONS

For the purpose of this policy the terms “concern” and “complaint” are defined as:

Concern: A concern is an informal communication or question made to PWRDF regarding a person or some aspect of PWRDF’s work and may express a hopeful resolution of the issue.

Complaint: A complaint is a personal expression of dissatisfaction about the service, action, or lack of action by PWRDF as an organization or a director, member, employee, or agent acting on behalf of PWRDF.

Examples include but are not limited to:

- perceived failure to do something agreed upon
- failure to observe policy or procedures
- error made by a staff member/volunteer
- unfair or discourteous actions/statements by staff member/volunteer

AMENDMENT

This policy may be amended by the PWRDF Board.

Approval Date: May 2013

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